

Megan Teubner-Foster

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Education

FULL STACK WEB DEVELOPMENT CERTIFICATION | MARCH 2022 | UNIVERSITY OF WASHINGTON
TECHNICAL WRITING CERTIFICATION | OCTOBER 2019 | BELLEVUE COLLEGE
GOOGLE ANALYTICS FOR BEGINNERS CERTIFICATION | MAY 2019 | GOOGLE
ITIL FOUNDATION CERTIFICATION | MARCH 2018 | AXELOS GLOBAL BEST PRACTICE ASSOCIATES IN ARTS | MAY 2013 | LINCOLN LAND COMMUNITY COLLEGE

Experience

ASSOCIATE | AG CONSULTING PARTNERS, INC | JAN 2022-PRESENT

- Contract position at Microsoft
- Assists the greater Commercial Team by executing day-to-day management of key system responsibilities required to deploy promotions and product catalog enhancements to Commercial sellers worldwide
- Maintains the Retail Stores Commercial Promotion Catalog
- Participates in all Promotion Review Meetings
- Reviews all promotion requests for accuracy and system ability
- Updates and manages all active promos in tracking/communication tool
- Builds and manages all new promos and changes in system tools
- Reviews all price changes for impact to existing and upcoming builds
- Coordinates Promotion "Go-Live" Readiness at T-1 week to launch
- Coordinates execution steps to store comms team on all new builds and changes
- Responds to promotion related ICM tickets and assists with resolutions

CONTENT PROJECT MANAGER | MACKIN TALENT | AUG 2019-JAN 2022

- Contract position at Meta Reality Labs (RL)
- Identified audiences and communication channels for different teams across the RL Team Ops org, and tailored messaging with appropriate tone and content
- Ensured consistency across communications to strengthen the organization's brand and voice
- Monitored internal social pages for employee sentiment, comments, and questions about Operations team projects
- Worked in multiple communication platforms including social media, emails, video, wiki, digital signage, and more
- Designed presentations for internal use including executive meetings, onboarding, and orientation
- Designed and maintained internal wiki pages for multiple teams within the RL organization
- Created quarterly newsletters summarizing team progress and upcoming projects
- Collaborated with graphic designers to ensure consistent branding across the organization
- Analyzed communication and documentation trends within the organization and created actionable project plans to improve processes

TECHNICAL WRITER | SECURITAS SECURITY SERVICES USA, INC | JUN 2018-JUN 2019

- Managed service position at Microsoft
- Collaborated with document owners, stakeholders, and subject matter experts (SMEs) to research, develop, and document content and instructions that were accurate and easy to understand
- Performed copy editing to ensure consistency in formatting, style, grammar, punctuation, and spelling
- Assisted with preparation of design documents, presentations, communications, reports, training, manuals, user guides, job aids, baseline documents, and Standard Operating Procedures (SOPs)
- Managed assigned projects using documented processes and delivered on schedule

- Provided timely project status reports to clients and managers
- Participated in project teams and drafted documentation related to projects
- Provided peer reviews and drove consistency by crosschecking content across organization documents
- Maintained a “customer service” approach to problem solving

COMMUNICATIONS MANAGER | INSIGHT GLOBAL | DEC 2016-MAY 2018

- Managed service position at Microsoft
- Facilitated technical control bridges for major service incidents involving several Dynamics 365 products
- Communicated real time incident updates to customers and internal stakeholders
- Developed customer-facing Post Incident Reports (PIRs)
- Audited quality of communications
- Trained new hires
- Worked with stakeholders and subject matter experts (SMEs) on new and existing agent documentation
- Created and deployed documentation for Dynamics 365 Communications team training, processes, and policies, addressing chronic information gaps and process failures
- Conducted regular documentation scrubs

KNOWLEDGE MANAGEMENT SPECIALIST | TEKSYSTEMS | JUL 2015-DEC 2016

- Managed service position at Microsoft
- Served as Knowledge Management Specialist for the Buy: Devices Tier 3 Team and the Intake Quality Team
- Reviewed and edited items intended for review by the Change Advisory Board
- Created and deployed documentation for Xbox, Surface, Band and MMO hardware for multiple Tier 3 and Tier 1 teams across the organization
- Worked closely with the SharePoint design team to improve organization resources
- Conducted regular documentation scrubs
- Created organization-wide documentation
- Edited peer articles to ensure technical writing basics were met and exceeded
- Triaged change request, and miscellaneous special projects on behalf of team members

TIER 3 XBOX GLOBAL ESCALATIONS ANALYST | TEKSYSTEMS | OCT 2014-JUL 2015

- Managed service position at Microsoft
- Trusted with sensitive customer information
- Resolved Tier 3 Hardware, Password Reset and Commerce escalations for Xbox 360 and Xbox One customers
- Resolved Tier 3 Surface escalations
- Communicated with the Service Center to ensure timely repairs and shipping of products to customers
- Identified fraudulent activity and escalated issues to appropriate teams

XBOX QUALITY FOCUSED ESCALATION TEAM ANALYST | TEKSYSTEMS | APR 2014-MAY 2014

- Contract position at Microsoft
- Trusted with sensitive customer information
- Resolved Tier 3 Live Tech and Hardware escalations for Xbox 360 and Xbox One customers
- Tested and verified documents created to assist Tier 3 agents
- Communicated with the Service Center to ensure timely repairs and shipping of products to customers
- Identified fraudulent activity and escalated issues to appropriate teams