

Nechille Bayan

KNOWLEDGE MANAGEMENT | TECHNICAL WRITING
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PROFESSIONAL SUMMARY

Knowledge management and technical writing professional with three and a half years improving how product and support knowledge is created, governed, found, and reused. Builds scalable documentation operations that increase throughput, strengthen quality, reduce manual effort, and improve visibility across human and AI-enabled knowledge channels. Experience spans Salesforce Knowledge, SharePoint, retrieval-aware information architecture, AI-assisted authoring, workflow automation, and operational reporting.

CORE EXPERTISE

Knowledge Management | Technical Writing | Knowledge Base Architecture | Content Governance | Documentation Operations | Information Architecture | RAG/LLM Knowledge Optimization | AI-Assisted Documentation | Workflow Automation | Process Validation & Workflow Optimization | Operational Reporting | SME Collaboration

PROFESSIONAL EXPERIENCE

Sovos | Knowledge Management Analyst

Jun 2025 - Present

- Improve consistency across customer help content, Salesforce Knowledge, chatbot knowledge, and support macros through shared content strategy and lifecycle standards. Align content structures for human use, search, and AI-generated answers.
- Designed a KM operating model defining lifecycle ownership, evidence requirements, review commitments, escalation paths, KPIs, and Jira conventions. It gives the team clearer process controls and a stronger foundation for continuous improvement.
- Reduced manual reporting effort by automating article status tracking across SharePoint, Power Automate, and Excel. Business-hour reporting improves visibility into cycle times, status aging, bottlenecks, and overall process performance.
- Improved content consistency and reuse by restructuring legacy material for Salesforce Knowledge, the customer help center, and chatbot knowledge base. Partnered with SMEs and Support leads throughout review and migration.
- Made team knowledge easier to access through centralized pages and onboarding materials covering tools, workflows, standards, and responsibilities. Led walkthroughs that made technical concepts easier for non-technical users.

Accenture, Inc. | Technical Content Writer, Knowledge Management

May 2023 - May 2025

- Improved consistency across help-center documentation, knowledge-base entries, internal announcements, and canned responses through shared content architecture and organization standards.
- Made complex product information easier to understand and reuse by converting it into clear technical and procedural guidance.
- Used performance signals to prioritize information-architecture improvements supporting shorter resolution paths and stronger customer self-service.

Accenture, Inc. | App/Cloud Support Associate

Dec 2022 - May 2023

- Resolved Microsoft 365 software, hardware, and connectivity issues while creating reusable guidance that reduced repeat support demand.
- Recorded accurate call notes in the CRM, preserving customer context and supporting reliable case histories, follow-ups, and handoffs.
- Maintained SLA compliance by tracking case progress, completing timely follow-ups, and resolving requests within agreed service targets.

FEATURED WORK

AI-Assisted Documentation Pipelines

- Raised team drafting output from a 40-draft weekly baseline to 93 SME-review submissions in one peak week, approximately 2.3 times higher, using controlled Microsoft Copilot and Claude Cowork workflows with human review, QA gates, deterministic formatting, exception handling, and traceable outputs.

Knowledge Article Staging Tool (KM HTML Converter)

- Cut typical Salesforce Knowledge staging time from 30-60 minutes to about 15 minutes using standardized conversion and rendered-preview validation, improving formatting consistency and making quality checks repeatable.

Retrieval-Aware Knowledge Architecture

- Strengthened search and chatbot retrieval by redesigning article boundaries, naming, and metadata conventions across my product area's knowledge set, using answer-quality reviews to expose coverage and retrieval gaps.

Knowledge Operations Governance & Cycle-Time Reporting

- Clarified lifecycle ownership, review expectations, escalation paths, and KPIs through a structured KM operating model; automated reporting surfaced business-hour cycle times, status aging, bottlenecks, and process performance.

TOOLS, PLATFORMS & METHODS

Microsoft 365 | SharePoint | Power Automate | Excel / Power Query | Salesforce Knowledge | Jira | ChatGPT | Claude | Microsoft Copilot | HTML/CSS | GitHub | Vercel | Supabase | Canva | RAG/LLM knowledge workflows

SUPPORTING CAPABILITIES

Documentation QA & Functional Testing | Content Audits & Migration | Excel / Power Query Reporting | PivotTables & Dashboarding | Cycle-Time & Status-Aging Analysis | SOPs & Governance Frameworks | Team Onboarding & Enablement

EDUCATION & CERTIFICATIONS

Notre Dame of Dadiangas University | BS Electronics Engineering, 2020 | General Santos City, Philippines

Prompt Design in Vertex AI, Google Cloud (2024) | Google Data Analytics Professional Certificate, Coursera (2022) | Azure Fundamentals, Microsoft (2021)