

CAROLYN BAHM

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Senior consultant/business analyst with 26 years' experience providing content analysis and development of technical and corporate documents, writing government bid responses, project managing RFIs/RFPs/RFQs and proposals, and meticulously researching and documenting data.

Qualifications

- Extensive experience as a content analyst/developer, technical writer, and database manager
- Excellent interviewer and skilled at developing rapport with subject matter experts (SMEs)
- A quick study of complex topics and tool suites
- Solidly integrated and familiar with the Navy and BUPERS-07 operating environment
- Edited and contributed to technical documentation for the Authoritative Data Environment (ADE) Initiative and Authoritative Data Warehouse (ADW) Project
- Managed ADE/ADW SharePoint site
- Have an active Common Access Card (CAC) through September 2012 for Naval Support Activity Mid-South, Millington, TN
- Passed a personnel security investigation (questionnaire for Public Trust Position): National Agency Check with Local Agency Checks and Credit Check (NACLIC) dated 4 January 2011. It was adjudicated and determined eligibility of Favorable on 6 January 2011.

Professional Experience

Sr. Consultant

Millington, TN

Strategic Technology & Innovation, Booz Allen Hamilton (November 2010 – present)
Functional role is as a technical writer for the Authoritative Data Environment / Authoritative Data Warehouse (ADE/ADW), BUPERS-075, Navy Personnel Command (NPC), Department of the Navy. Providing substantive (content) analysis, line editing (grammar and style), and formatting of major project documents and briefings. Designed and continue to maintain team's SharePoint site. Assisted with PMW 240 document development. Providing weekly client reports and serving as a team resource for Microsoft Word, Microsoft PowerPoint, and grammar/style questions.

Sr. Sales Analyst

Memphis, TN

Knowledge Management Team, FedEx Services (August 2006 – October 2010)
Analysis, writing, editing and maintenance of a products and procedures database for the U.S. sales force.

Sr. Sales Specialist

Memphis and Collierville, TN

Customer Value Team, FedEx Services (April 2001 – August 2006)

- Project lead role: End-to-end project management of printed and electronic bid responses and proposals for worldwide and national accounts. Bids started at a minimum of \$1 million.
- Technical writer role: Researched and wrote worldwide, national and government bid responses.

Freelance Editor and Writer

Oxford, MS

Oxford Publishing Company (March 1998 – December 1999)

Compiled and edited three tradeshow paperback books and a web-based calendar of promotional events. Periodic writing of magazine features and cover stories.

Assistant Director of Publications

Oxford, MS

The University of Mississippi (April 1999 – April 2001)

Complete editorial and pre-press management of the undergraduate catalog. Created and published multiple promotional pamphlets, booklets, and campus directories.

Editor, Beverage Retailer magazine

Oxford, MS

Oxford Publishing Company (June 1998 – April 1999)

Edited and published bimonthly magazine and wrote for all three of publisher's magazines — *Beverage Retailer*, *Nightclub & Bar Magazine*, and *Restaurant Marketing*. Also arranged speakers, participated in panels, and staffed booths at national trade shows.

Additional Positions:

- Science editor, the University of Mississippi, Communications, Oxford, MS (July 1997 – March 1998)
- Reporter and interim features editor, The Hattiesburg American, Hattiesburg, MS (July 1996 – June 1997)
- Reporter and features editor, The Northeast Mississippi Daily Journal, Tupelo, MS (December 1987 – July 1996)
- Reporter, the Wayne County News, Waynesboro, MS (July 1985 – December 1987)

Education

The University of Mississippi — B.A. in Journalism (1985); post-graduate studies in linguistics, managerial techniques, and literature.

Copiah Academy, Gallman, MS (Salutatorian, 1979).

Professional Training and Special Projects

Completed introductory System Dynamics training through Booz Allen Hamilton (September 2011)

Managed a Booz Allen philanthropy project in Memphis, coordinating work along a Wolf River tributary during the Ocean Conservancy's International Coastal Cleanup Day. (September 2011)

Completed Booz Allen training in Interpersonal and Team Effectiveness. (March 2011)

Mentor to newly hired Project Lead, Customer Value Team, FedEx Solutions. (March 2005)

Mentor/host, Customer Value Team, FedEx Solutions. Responsible for coordinating one-week orientation of Canadian colleague on bid production processes. (2004)

Completed training in Dr. Stephen R. Covey's seminar on "The Seven Habits of Highly Effective People." (2003)

Completed training in eight project management and software courses at New Horizons Computer Learning Center in Memphis (2003):

- Project Management Fundamentals
- Microsoft Project 2000, Level 1 class
- Photoshop 6.0, Level 1 and 2 classes
- Microsoft PowerPoint 2002, Level 1 and 2 classes
- Excel 2002, Level 1 and 2 class

Awards

FedEx CVT Bravo Zulu Awards for frequent sharing of productivity tips, processes, and resources (2005), outstanding results on a complex worldwide bid (2004), training of Canadian colleague (2004), and "above and beyond" bid work (2003)

Regional and national awards for a brochure, "Taking the Mystery Out of College" (2003):

- Grand Award in the Direct Mail category from the Council for Advancement and Support of Education (CASE), Region III awards
- Silver Medal in the In-House Publications category, CASE national awards

FedEx Solutions Award of Excellence (2002 and 2005)

Peer-judged awards from the Mississippi Press Association in the largest circulation category for daily newspapers, Daily Division Above 20,000 (1989-1994) and in the largest circulation category for weekly newspapers, Weekly Division Above 4,500 (1987)

References

Available upon request.