




# A. Khedron de León

Evocative Designer/Writer and Experience Analyst for 15+ years




## WWW

 [akhedrondeleon.com](http://akhedrondeleon.com)  
 [in/akhedrondeleon](https://in/akhedrondeleon)  
 [akhedrondeleon](https://fb/akhedrondeleon)

## Core Strengths

**Content Management** **Process Refinement**  
**Database Admin** **Web Development**  
**Customer Experience** **Instructional Design**  
**Graphic Design** **Branding and Style**

## Contact

919.599.9093   
[khedron@gmail.com](mailto:khedron@gmail.com)   
1817 Turning Leaf Ln.   
Durham, NC 27712

**I streamlined the Implementation cycle of McKesson's Horizon Clinicals Suite—over 40 applications—from 3 years to 6 months using Lean Six Sigma and DACUM to strengthen product branding and certification for SMEs and clients.**

**Higher Learning**  
**University of North Carolina at Greensboro**  
Bachelor's Degrees in Psychology and Sociology

## References



**I have empowered hundreds to fulfill their heroic fantasies, shepherding soup-to-nuts world building, game development, and event marketing, thereby providing immersive, safe, live-action entertainment at venues of all sizes.**

## Professional Experience

### HYPR [Passwordless Authentication]

Senior Technical Writer [Jan '22–Present; Remote]

- Curate product documentation, API, SDK, knowledge reuse, and SME review cycles

#### Responsibilities:

- Work in lockstep with the Product and Engineering teams to create timely releases spanning Server, PC, and mobile device cross-functionality
- Review the UI and make direct code changes for product nomenclature alignment and edition of the prose elements in the product
- Implement and enforce an SME review cycle in ZenDesk to guarantee continued currency of Knowledge Base article content
- Consolidate three Read.Me document repositories into one comprehensive repository to align with cloud-oriented product evolution

### StrongKey [Cryptography Solutions]

Technical Editor [Mar '19–Dec '21; Durham, NC and Remote]

- Used the new branding set to develop a complete editorial suite for creating technical and sales content, including the websites

#### Responsibilities:

- Convert dozens of technical manuals and Marketing copy to the fresh branding and style in multiple output formats; create instructions for their use to be included with onboarding packet; create the onboarding packet; administer Confluence to empower staff to readily locate needed info
- Transliterate viable true-to-life instructions from the occult scrawlings of cryptography engineers to create new content as needed, often performing tandem QA/UX analysis while editing application text and making efforts at educating them in editorial preventive maintenance
- Nurture two WordPress sites and a Support MediaWiki; rebuild the website twice for new Marketing flavor; move the wiki into Confluence; refine marketing SEO via HubSpot and a host of analytic tools; curate GitHub and SourceForge to keep consistency with style and technical updates
- 2020: Act as the social face of the company and the persona for the mascot, Cipher Octopus; Cipher sends a monthly, kind of snarky newsletter
- Research current trends and smith themed blog and collateral content; write most of Cipher's articles in addition to my own [contributions](#)
- Finalize all completed RFP/Q/I into a variety of formats as required for entities ranging from the US military to central banks to global telecomm

### Self-Employed/Freelance [Web Design + Game Design + Writing]

Web Designer, Writer [Apr '14–Feb '19; Remote]

- Published two books on Amazon Kindle Publishing, including all related art and a Blender 3d star map; see [Independent Achievements](#)
- Using a system I had already designed for *Dominion: The Red Shores*, build and curate game rules, individual and group storylines, and a PHP website character tracking engine for *Vanguard Steampunk Fantasy LARP*; see [Independent Achievements](#)
- Build various small business websites for local entrepreneurs, providing them with tools and instructions on how to administer eCommerce modules, change content, etc., so that contracts are concluded in a few months with only occasional requests for larger changes
- Complete several Upwork contracts, notably ghost writing a British SciFi novel and consulting on rules and content for a Ukrainian game company seeking to enable live-action play to crossover with characters that already could be played in other formats, i.e., tabletop and card game play

### McKesson Corporation [Healthcare Software]

Software and Tools Expert: Implementation Cycle [Oct '10–Apr '14; Remote]

- Slashed the wait time between customer contract signing and on-site go-live from 3 years to 6 months without loss of integrity

#### Responsibilities:

- Administer over 2,000 SharePoint customer project sites to promote accuracy of inventory and future sales targets
- Design SharePoint lists for continuity, normalization, and easiest views for metadata-heavy items
- Interview SMEs to produce video courses for process changes and to foster stronger familiarity with installations
- Utilize Lean Six Sigma and DACUM techniques to guarantee accurate certification content, including ARRA-compliant data flows

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## Professional Experience (Continued)

### McKesson Corporation [Healthcare Software]

Software and Tools Expert: On-Boarding [Apr '10–Oct '10; Remote]

- Smoothed onboarding with role-dependent automated tracking of software installation packages

#### Responsibilities:

- Poll SMEs at all levels of the org chart to determine most used and effective applications by position, thereby diminishing overall license costs
- Interface with corporate IT to develop high-level Windows Post-Install (WPI) licensing profiles across all business units (30,000+ employees)

## Independent Achievements

### To the Echo of Beating Wings [Science Fiction Book Series]

Author; World Builder [Apr '15–Present; Durham, NC]

- Published a novel mirroring the Fall of the Western Roman Empire and the Arthurian Romances in an epic space setting

#### Responsibilities:

- Conceive races, character profiles, ships, planets, and events reflecting the salient points of the four acknowledged British Romances
- Using believable physics and relatable characters, write an ongoing, interwoven plot to reflect the resulting composite story
- Design a 3d rotating star map in Blender reflecting created worlds and star systems and their positions relative to the narrative
- Self-publish two installments of the first novel, *King Tiger*, on Amazon Kindle Direct Publishing

### Vanguard Steampunk Fantasy [Live-Action Role Playing Game]

Webmaster [Apr '16–Jan '18; Remote]

- Enable and maintain character progression tracking online: [www.vanguardlarp.net](http://www.vanguardlarp.net)

#### Responsibilities:

- Back-end user, content, and SEO administration, including regular backups and solving user and owner issues

Story Lead; Head of Logistics; Webmaster [June '14–Apr '16; Lenoir, NC]

- Assisted in plot writing, character development, website administration, safety, staging, and logistical solutions

#### Responsibilities:

- Empower scores of players and staff with a customized PHP character tracking engine
- Back-end user, content, and SEO administration, including regular backups and solving user and owner issues
- Brainstorm heroic story lines, creating solvable puzzles and interpersonal conflict to entertain hundreds of players in episodic fashion
- Solve logistical issues for resource shortages, transport, rules mechanics, safe simulation of combat effects, and suspension of disbelief
- Conflict resolution between players and staff, including crowd control and scheduling of interdependent events
- Edition and styling of original train-of-thought rules into a coherent, consumable manual on Google Docs

### Vicarious Games [Game Publisher]

Owner; Lead Game Designer [Jan '05–Present; Durham, NC]

- Published an open-ended scalable mystery dinner theater game for use in venues of all sizes:

*An Evening on the Jaded Dragon Hotel Riverboat Casino*

#### Responsibilities:

- Create themed branding and apply it to manuals, stationery, décor, including historical logos and borders
- Adjust game mechanics over time based on player feedback
- Draw by hand and edit in GIMP the cover art, standardizing for use across multiple sets
- Release five scaled sets in print-on-demand format

### Dominion: The Red Shores [Dark Fantasy Live-Action Role Playing Game]

Design Lead; Story Lead; World Builder; Webmaster [Sept '07–Sept '14; Raleigh, NC]

- Conceived, designed, implemented, marketed, and evolved a Live-Action Role Playing of my own design

#### Responsibilities:

- Build a world complete with detailed maps, races and their specific traditions, political terrain, and an online economy
- Author and publish a player manual with style and branding to match the website; track annual revisions and update both as rules evolved
- Administer all business aspects of bringing the game to life: incorporation, finances, insurance, property rentals, legal disclaimers, etc.
- Market to local and regional fandom demographics, businesses, and conventions to grow the player base
- Lead a group of highly intelligent, mathematical, and creative individuals in performing any or all of the tasks herein
- All roles and responsibilities listed in Vanguard Steampunk Fantasy (q.v)

## Courses and Certifications

- Annual HIPAA compliance training for 10 years
- Completed Lean Six Sigma Yellow Belt course
- Customer Experience Training/Beyond Philosophy
- American Red Cross Shelter Management/Tarboro RCC
- Leadership Training/NextGen Center RTP

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## Skills

### Operating Systems

- Citrix MetaFrame XP (s/a/e); Presentation Server 3.x, 4.x; Citrix MetaFrame 1.8; Citrix WinFrame 1.6, 1.7
- Windows 2003 Server (Standard and Enterprise Editions)
- Windows 2000 (Professional, Server, and Advanced Server, including Terminal Services)
- Novell NetWare 3.x-6.x; Clients for same
- Windows 3.x, 95, 98/98SE, NT 4.0 (Server, Terminal Server, and Workstation)
- Windows XP (Professional and Home); Windows ME; Windows CE; Windows 7 Pro
- MS DOS 2.x, 3.x, 5.x, 6.x; IBM PC DOS 6.x, 7.0; OS/2
- Macintosh OS9 and OSX (BSD)

### Databases

- Oracle 8.0.5, 8.0.6-8.1.7, 9i-9.2, 10.x Server and Client Tools
- Microsoft SQL Server 7.0, 2000, 2005, 2008 Server and Client Tools
- Btrieve 6.15.x, Pervasive.SQL 7.x (including 2000i), 8.x, 9.x, 10.x and Client Tools
- MySQL 3.x+ and phpMyAdmin

### Software

#### [administer]

- MS IIS 5.0; Tomcat Apache; Java Web Server (JBoss) 3.x; HubSpot; Webflow
- MS Sharepoint 2007, 2010; Knova; SocialText; Atlassian Confluence and Jira; MediaWiki; GitHub; SourceForge
- Symantec Ghost 6.5 and 7.0 Imaging; Altiris Imaging
- VMWare; Nfuse for MetaFrame XP; Citrix Secure Gateway; Cisco VPN Clients; WPI Installer for XP
- Veritas BackupExec Multi-Server with Open Option Suite
- FileZilla, MS Live Meeting and Communicator 2007; PCAnywhere 8.0-10.0; Reachout; WS FTP Pro 95+; Secure Shell SSH

#### [report/edit]

- MS Office 97, 2000, XP, 2007, 2010 Professional Suites; OpenOffice/LibreOffice Suites
- Adobe PhotoShop 4.x-10.x; Adobe Illustrator 9.x-10.x; Adobe FrameMaker 7.0-10.0; Adobe Distiller 5.0+
- Quark Express 6.x for Mac and Windows
- MS Project and Project Central Server 2000, 2002, 2008, 2010; Vantive Systems 8.0
- ANSOS/One-Staff v.11.x-17.x, 2.x; ORSOS/One-Call v8.5.1-10.x
- QuestionMark Authoring Manager, QuestionMark Live; Camtasia
- Seagate Crystal Reports 7.0, 8.5, 10.x, XI

#### [develop]

- Wordpress; Joomla!; MediaWiki; HubSpot; WebFlow [CAPTCHA, eCommerce, community, blogs, SEO]
- phpBB 2+; Simple Machines Forums; php-Nuke and NukeCops 6.5+; various modules for each
- Java Runtime Environment (JRE+SDK) 1.3.x, 1.4.x; JDBC; ODBC
- Dev-PHP2+, Eclipse

### Hardware

- Processors starting with PS/2 and Legacy IBM clones; ending with current Intel processors
- Various Dell deck servers scaled for web, thin-client, storage, document/code versioning, and databases
- HP, LexMark, Canon, Epson printers ranging from compact/desktop to larger/floor models
- WYSE and similar terminals
- Snap SAN drive solutions
- Various hubs, switches and routers
- KVMs, UPSs and their batteries

### Languages

SQL (ANSII, T-SQL, PL-SQL, MySQL), CSS, PHP4/5, HTML4/5, some JavaScript, some HUBL

Fluent English; passing Italian; broken Spanish and German; strong Latin and Greek roots

Currently studying [Galifreyan](#)

### Protocols

HTTP, FTP, TCP/IP, RDP, UDP, ICA, FIDO/MFA

