

Lisa Brown

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PROFESSIONAL SUMMARY

Strategic Infrastructure Architect and IT Professional with nearly 30 years of experience translating complex systems, workflows, and business requirements into structured, testable, and scalable solutions.

Expert in bridging **business intent, system behavior, and documentation architecture**, with deep specialization in validation frameworks, traceability modeling, and enterprise system analysis.

Founder and creator of **HiOS™ (Human Intelligence Operating System)**, a next-generation infrastructure designed to stabilize AI-influenced environments by introducing structured human accountability at the decision layer.

Proven ability to design **governance-aligned frameworks, knowledge systems, certification programs, and operational documentation ecosystems** that support enterprise-scale transformation, compliance, and workforce readiness.

PROFESSIONAL EXPERIENCE

Education That Matter™ | HiOS™

Architect Infrastructure Strategies and Solutions | Documentation Knowledge Specialist

09/2025 – Present

- Architected and developed **HiOS™ (Human Intelligence Operating System)**, a human-centered infrastructure framework designed to stabilize AI-influenced decision environments
- Designed and operationalized **AI governance-aligned infrastructure models**, bridging gaps between AI output and human accountability within workflows
- Conducted **strategic analytics and framework analysis** to define new operational categories, including AI-resilient workforce roles and governance structures
- Created **new job category frameworks** (e.g., Human Continuity roles) aligned with emerging AI-integrated enterprise environments
- Designed and built **demonstration simulators** to model AI-influenced decision scenarios and validate governance outcomes
- Developed and launched **LMS-based certification programs**, including curriculum design, participant materials, and instructor frameworks

- Authored **white papers, workforce proposals, enterprise proposals, and RFP responses** supporting public and private sector engagement
 - Built and managed a **centralized knowledge base platform**, including taxonomy design, structured content systems, and governance documentation standards
 - Led development of **end-to-end documentation ecosystems**, including:
 - Governance frameworks
 - Operational procedures
 - Workflow validation structures
 - Enterprise-facing deliverables
 - Designed **risk assessment methodologies** to evaluate AI-influenced operational exposure and decision accountability gaps
 - Created **client-facing and internal documentation standards**, ensuring consistency, auditability, and scalability
 - Established **content architecture and style frameworks** to support structured knowledge distribution across platforms (WordPress, LMS, documentation systems)
 - Integrated **AI-assisted tools** to enhance documentation efficiency, validation processes, and analytical modeling
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Lisa Brown Associates | Macungie, PA

IT Professional | Business and Systems Analyst | Technical Writing

09/1997 – 09/2025

Nearly 30-year career delivering cross-functional IT solutions across enterprise environments, with deep expertise in **systems analysis, validation, documentation, and implementation support**.

- Translated complex **business requirements into system workflows, validation logic, and structured documentation**
- Developed **validation-ready documentation** supporting system implementation, testing, and operational use
- Designed and supported **test planning strategies**, aligning validation objectives with system behavior and business needs
- Created **test scenarios, validation conditions, and expected outcomes** for UAT and functional testing
- Built **traceability frameworks** linking requirements to validation criteria and system outputs
- Validated API-driven workflows and backend system integrations
- Analyzed system-to-system data flows and service interactions

- Analyzed workflows to identify **edge cases, boundary conditions, and failure points**
 - Supported **AI-influenced and data-driven workflows** through structured validation and documentation approaches
 - Supported operational workflows across enterprise systems, including environments with technical/industrial process dependencies (data flows, system integrations, operational procedures)
 - Produced comprehensive documentation supporting:
 - Functional workflows
 - System integrations
 - Data flows and dependencies
 - Operational procedures
 - Collaborated with stakeholders across business and technical teams to ensure **alignment between requirements and system behavior**
 - Supported enterprise environments through:
 - Process verification
 - Workflow analysis
 - System change validation
 - Created documentation for **data warehousing, BI reporting, and enterprise platforms**, including Workday and ADP
 - Working knowledge of Java-based application architectures and backend service flows
 - Experience supporting troubleshooting through log analysis and system behavior validation in Java-based environments
 - Developed **Statements of Work (SOW), process documentation, and training materials**
 - Served in multiple roles including:
 - Solutions advisor / “solutions guru”
 - Implementation specialist
 - Client relationship manager
 - Site trainer and onboarding lead
 - Maintained structured documentation systems to ensure **audit readiness, consistency, and repeatability**
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XTIUM | Remote / PA

Systems Validation Analyst | Technical Writer

10/2024 – 09/2025

- Performed **Workday validation**, including workflow validation, data integrity checks, and lifecycle behavior analysis, **process documentation**
 - Performed **ADP validation**, including workflow validation, data integrity checks, and lifecycle behavior analysis, **process documentation**
 - Administered and optimized **Confluence knowledge base**, including taxonomy design and documentation standards
 - Led **knowledge base rebranding and restructuring**, improving usability and content accessibility
 - Provided **Jira support and management**, including defect tracking, workflow configuration, and reporting dashboards
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Evolve IP | Remote / PA

Systems Validation Analyst | Workflow Testing & Technical Writer

06/2021 – 10/2024

- Conducted **end-to-end validation of SaaS and UCaaS platforms**, ensuring system functionality and integration accuracy
- Developed **test plans, test scripts, and validation frameworks** for system updates and releases
- Designed **test scenarios, expected outcomes, and validation conditions** for UAT and functional testing
- Created and maintained **test data sets** simulating real-world and edge-case scenarios
- Managed **test execution, defect tracking, and reporting** using Jira
- Administered and enhanced **Confluence knowledge bases**, improving structure, accessibility, and usability
- Produced **validation reports and documentation** supporting compliance and audit readiness
- Collaborated with technical and business teams to validate system changes and ensure alignment

CORE SKILLS

- Test Planning & Validation Strategy Support
- Test Case Design & Scenario Development
- Requirements Analysis & Traceability Mapping
- Functional, Workflow & UAT Validation Support
- Test Data Identification & Input/Output Analysis
- Edge Case & Boundary Condition Analysis
- Process Verification & System Behavior Validation
- Documentation for Test Execution & Audit Readiness
- Technical Writing & Structured Documentation
- Version Control & Compliance Documentation
- Layout Design & Content Structuring
- End-to-End Documentation Management
- Knowledge Base Development & Administration

TECHNICAL SKILLS

Databases & Querying

- SQL (SELECT, JOIN, WHERE) for data validation and verification

Testing & Validation

- Test Planning, Test Scripts, UAT, Test Data Management, Data Validation (SQL)

Tools & Platforms

- Jira • Confluence
- WordPress • Knowledge Base Platforms
- LearnDash LMS
- Documentation Systems & Content Platforms
- SharePoint
- Office365
- Google Workspace

- Adobe Suite

Documentation & Analysis

- Governance Documentation
- Structured Documentation • SOP Frameworks
- Knowledge Base Architecture
- Taxonomy Design
- Content Systems
- Markdown
- Process Mapping & Workflow Modeling
- Data Flow Documentation
- Traceability Models
- OpenAPI
- GitHub

AI & Modern Tools

- ChatGPT / Claude / Gemini / AI-assisted documentation and validation
 - AI-supported workflow analysis
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ADDITIONAL COMPETENCIES

- Manage content libraries, templates
 - Advanced analytical and systems-thinking capabilities
 - Strong cross-functional communication (technical & business stakeholders)
 - High attention to detail and data accuracy
 - Experience in large, multi-stakeholder enterprise environments
 - Adaptable, solution-oriented, and process-driven
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EDUCATION

High School Diploma – Business Administration

Jersey City

Real Estate Certification – Pennsylvania

Weichert School of Real Estate

Ongoing Professional Development

Technology • Systems • AI • Documentation • Validation Practices