

Leslie D. Lanagan

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SUMMARY

Content-driven systems thinker with experience in IT support, digital publishing, and user-focused communication. Adept at breaking down complex information into intuitive, structured writing for diverse audiences. Proficient in AI-enhanced workflows using Microsoft Copilot and GPT4All to accelerate drafting, refine clarity, and support decision-making. Long-form writing experience on WordPress and Medium, plus professional familiarity with WebCT/Blackboard and other content platforms.

SKILLS

Writing & Communication

- Long-form nonfiction writing (WordPress, Medium)
- Clear, structured communication across audiences
- User-centered content and information architecture

AI-Assisted Workflows

- Fluent with Microsoft Copilot for drafting, analysis, and workflow support
- Experienced with GPT4All for local, modular AI tasks and offline reasoning

Content Platforms & CMS

- WordPress — long-form publishing, site structure, content updates
- Medium — serialized essays, audience-focused writing
- WebCT / Blackboard — course content management and structured updates

CRM & Support Systems

- Salesforce — customer data, workflow navigation, structured record-keeping
- Remedy — ticketing, incident tracking, workflow documentation
- Familiarity with CRM logic and user-support pipelines

Technical & IT Background

- Help Desk support
- Troubleshooting and diagnostics
- Early web development
- Network concepts and intrusion detection familiarity

Tools

- Microsoft Word, Excel, Teams, SharePoint
- Markdown
- Basic HTML/CSS

EXPERIENCE

Founder & Writer – Lanagan Media Group

Remote · 2013–Present

- Produce long-form nonfiction writing across WordPress and Medium, including essays, serialized projects, and early manuscript development for future books.
- Manage all aspects of digital publishing, including content planning, editing, formatting, metadata, and audience engagement.
- Build and maintain site architecture using WordPress, applying semantic headings, internal linking, and accessible document structure.
- Use Microsoft Word at an advanced level to support book-length nonfiction, including navigation maps, semantic heading systems, and live hyperlinks (mailto: and external anchors).
- Integrate AI-assisted workflows using Microsoft Copilot and GPT4All to support drafting, revision, research synthesis, and content strategy.
- Apply CMS best practices to ensure clarity, consistency, and navigability across platforms.
- Maintain a continuous, multi-year writing discipline with a focus on clarity, structure, and user-centered communication.

Help Desk Analyst – Alert Logic

Houston, TX · 2013–2014

- Assisted customers in configuring firewalls by identifying required ports, protocols, and access rules for Alert Logic services.
- Performed foundational Linux diagnostics, including traceroute, connectivity checks, and basic log review to isolate issues.

- Triage alerts and escalated security-relevant events to the SOC for monitoring, investigation, and threat analysis.
- Explained technical findings in clear, accessible language to users with varying levels of technical expertise.
- Documented all incidents, troubleshooting steps, and customer interactions in Salesforce, ensuring accurate records and smooth handoffs.
- Collaborated with SOC analysts and engineering teams to resolve complex issues and maintain service continuity.

Academic Advisor III – University of Houston (Central Campus Computer Lab)

Houston, TX · 1998

- Supported students and faculty in the largest computer lab on campus, providing troubleshooting, software assistance, and general technical guidance.
- Helped users navigate early web tools, productivity applications, and university systems.
- Maintained a high-volume environment with consistent, user-focused problem solving.
- Collaborated with other lab staff to ensure reliable access to equipment and resources.

Academic Advisor I – University of Houston (Graduate School of Social Work Computer Lab)

Houston, TX · 1999

- Supervised a small computer lab, overseeing daily operations, equipment readiness, and student worker coordination.
- Provided direct technical support to graduate students and faculty, including software troubleshooting and account assistance.
- Ensured lab systems, printers, and networked equipment remained functional and accessible.
- Delivered clear, patient explanations to users with varying levels of technical comfort.

Internet/Intranet Developer II – University of Houston (Information Technology News)

Houston, TX · 2000

- Served as content manager for the university's IT News site, overseeing updates, layout, and information accuracy.
- Maintained web content using early HTML, CSS, and intranet publishing tools.
- Coordinated with IT staff to translate technical updates into clear, accessible articles for the campus community.

- Ensured consistency, readability, and timely publication across all digital communications.

PROJECTS

Hacking Mico (Book Project, In Progress)

- Long-form nonfiction book exploring AI adoption, user experience, and practical workflows.
- Developed through a structured drafting pipeline using Microsoft Word (navigation maps, semantic headings, live links) and AI-assisted revision with Copilot and GPT4All.
- Built from serialized WordPress entries and iterative manuscript development.

Kitchens as Systems (Book Project, In Development)

- Nonfiction work examining kitchens through the lens of systems thinking, workflow design, and modular organization.
- Early chapters drafted on WordPress and refined through AI-supported outlining and content architecture.

WordPress Writing Portfolio (2013–Present)

<https://theantileslie.com>

- Daily long-form nonfiction writing across essays, serialized projects, and thematic explorations.
- Uses WordPress as a CMS, applying semantic structure, internal linking, metadata, and accessible formatting.
- Includes early manuscript development for multiple book projects.

Medium Articles (2013–Present)

https://medium.com/@dc_geek

- Essays and commentary on technology, culture, workflows, and user experience.
- Known for clarity, structure, and reader-centered communication.
- Integrates AI-assisted drafting and revision using Copilot and GPT4All.

EDUCATION

University of Houston — Junior Standing

Houston, TX

Completed substantial coursework toward a bachelor's degree; currently maintaining junior-level academic standing.

William P. Clements High School

Sugar Land, TX

High School Diploma, 1996

CERTIFICATIONS

ITIL Foundation Certification

Covers IT service management principles, incident workflows, and structured support processes.