

DEBRA BUSH

SYSTEMS & EXPERIENCE STRATEGIST

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PROFESSIONAL SUMMARY

I find the gap between how a system is supposed to work and what actually happens when people use it. Across knowledge systems, enablement, operations, products, and technology, I trace friction to its source and turn what I learn into clearer processes, better tools, stronger information structures, or more usable experiences. The goal is consistent: improve clarity, capability, and confidence without creating unnecessary dependency.

CORE CAPABILITIES

Knowledge & Information Systems: Knowledge Management · Information Architecture · Taxonomy & Metadata · Content Governance · Search & Retrieval · Self-Service

Enablement: Customer Education · Onboarding · Learning & Development · Adoption · Technical Documentation

Operations & Product: Process Improvement · Requirements Analysis · Product Operations · Workflow Design · Cross-Functional Collaboration · AI Enablement

PROFESSIONAL EXPERIENCE

PATTERSON BUCHANAN FOBES & LEITCH

Jun 2026 - Present

Contract Consultant | Litigation Data Operations & Information Architecture

Support litigation teams using Everlaw by improving how complex records are classified, understood, retrieved, and prepared for downstream use.

- Reconstruct context stripped from legacy litigation records by creating useful titles, subjects, classifications, dates, party information, and other metadata while preserving source identifiers and provenance.
- Design for retrieval rather than field completion, using table-view information strategically so records can be recognized and compared without repeatedly opening individual files.
- Develop repeatable naming and information-architecture methods that make court filings and other records more scannable, sortable, and understandable within platform constraints.
- Document the approach for handoff and continued use, balancing consistency with practical improvements to findability.

INDEPENDENT CONSULTANT

2017 - Jun 2026

Knowledge, Enablement & Operations Strategy

Partnered with organizations and project teams to improve onboarding, documentation, workflows, learning experiences, and the systems connecting people to complex tools and information.

- Turned vague problems into actionable requirements by observing workflows, identifying where expected and actual behavior diverged, and translating findings into clear next steps.
- Designed knowledge systems, SOPs, governance, onboarding, and enablement around how people actually seek information and perform work.
- Worked within real constraints including budget, legacy systems, organizational readiness, and available capability, improving the current system while creating a path toward a stronger future state.
- Applied generative AI selectively using structured context, iterative critique, validation, and human accountability rather than treating first-pass output as finished work.

THECREW PLATFORM

2019 - 2023

Founder | Platform & Operations Lead

Founded and operated a technology-enabled community platform serving 2,000+ members, with roughly 120 concurrent users and a distributed organization of approximately 68 contributors.

- Converted recurring setup and connection friction into a guided self-service launcher that checked prerequisites, supported installation and recovery paths, and centralized community resources.
- Built onboarding, support, documentation, escalation, governance, and leadership systems so routine operations did not depend on individual staff memory or constant founder intervention.
- Led and developed distributed teams, including an onboarding group of approximately 12, while giving capable leaders real authority instead of requiring every decision to escalate.
- Coordinated across development, moderation, onboarding, events, media, and specialized role-based teams to align technical systems with the intended member experience.

APPLE INC.

2008 - 2017

Creative / Technical Educator

Delivered personalized technical education and group learning while helping customers build confidence using rapidly changing products and software.

- Led approximately 28 one-to-one sessions per week plus group workshops, adapting instruction to each person's actual goal, existing knowledge, and confidence.

- Used demonstration as assessment: asked people to show their process, observed hesitation and workarounds, and coached toward capability rather than dependence on the instructor.
- Maintained customer satisfaction around 4.9/5 while supporting product launches, device adoption, troubleshooting, accessibility needs, and employee learning.

APPLE INC.

2004 - 2008

Inventory Control Specialist

Managed high-volume serialized inventory and operational controls in a fast-moving retail environment.

- Used SAP, cycle counts, reconciliations, transfers, BOM/MRP concepts, and variance analysis to maintain inventory accuracy and launch readiness.
- Investigated recurring discrepancies by comparing operational patterns, establishing known baselines, and validating evidence before escalation.

CURRENT PRODUCT & PLATFORM PRACTICE

BROKEN COMPASS PLATFORM

2019 - Present

Founder | Product & Platform Operations Lead

Lead product and systems development for a multiplayer platform, combining experience design, requirements, technical implementation, testing, documentation, governance, and operations.

- Design complete workflows rather than isolated features, testing technically valid behavior against what users actually experience and refining when the result is confusing, brittle, or unbelievable.
- Build self-service administrative capabilities that let trusted operators perform repeatable work without consuming scarce developer capacity.
- Use AI-assisted development with Git, CLI tools, structured context, visual debugging, review, and iterative testing while retaining human accountability for requirements and acceptance.

TOOLS & TECHNOLOGY

Knowledge & Operations: Everlaw · Microsoft 365 · SharePoint · Google Workspace · Notion · Trello · Asana · Zendesk · SAP

Technical: Git · VS Code · CLI/Terminal · SQL · Postman · JSON/API workflows · Lua · FiveM/Qbox

Design & Enablement: Figma · Adobe Creative Suite · Camtasia · Articulate 360 · Vyond · OBS · DaVinci Resolve · WordPress/Squarespace

AI: Generative AI/LLM collaboration · context design · critique/verification workflows · AI-assisted development and debugging

EDUCATION

Bachelor of Fine Arts in Studio Art

Maryville University of Saint Louis

ADDITIONAL EXPERIENCE

Twitch Partner | Digital Community Operations & Content | 2016 - Present

Long-running live community experience spanning content, moderation, audience engagement, technical communication, and creator collaboration.