

# Hamed Nouri | Delivery & Software Adoption Specialist

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Delivery and software adoption specialist experienced in enterprise technology rollouts, user enablement, training, documentation, and cross-functional implementation support. Skilled at coordinating technical and non-technical stakeholders, translating complex system changes into clear action plans, and building resources that drive adoption and reduce user confusion.

## Core Strengths

- **Delivery & Implementation:** Software rollouts • Customer/user onboarding • Project coordination • Implementation support • Adoption planning
- **Stakeholder Management:** Cross-functional alignment • SME collaboration • Product/IT/HR coordination • Client/user communication • Follow-up management
- **Enablement & Training:** Training materials • Workshops • How-to guides • FAQs • Videos • Self-service resources • Knowledge base content
- **Documentation & Measurement:** Launch communications • Release notes • User guides • Process documentation • Power BI • Usage data • Support trends • Adoption metrics

## Relevant Experience

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### CiraConnect — Communications Manager | Plano, TX

Nov 2021 to June 2025

Led communications, training, and enablement initiatives for a SaaS organization, helping users adopt new systems and navigate enterprise technology transitions.

- Partnered with Product, IT, HR, SMEs, and leadership to align rollout messaging, timelines, training needs, and approval workflows.
- Developed multi-channel enablement materials, including newsletters, announcements, FAQs, guides, release notes, training content, and post-launch updates.
- Built audience-specific messaging, templates, and centralized intranet/help-center resources for internal teams, support teams, community managers, and clients.
- Used Power BI dashboards, usage data, surveys, email data, and support feedback to improve communications, reduce friction, and lower support requests by 22%.

#### **Notable Project: Enterprise Software Adoption & Enablement**

Led adoption and enablement support for CiraNet v1 → v2 and Google Workspace → Microsoft 365 transitions, increasing user adoption by 28%.

### Aya & Sura, LLC — Content & Product Manager | Denton, TX

Aug 2021 – Present

Led content strategy, product communication, and digital learning development for an education brand.

- Managed content across web, product pages, app, and digital communication channels.
- Coordinated contributors and vendors to keep projects organized and aligned with user needs.
- Used AI tools to accelerate content planning, product docs, and workflow optimization.

### **Notable Project: RPG Flashcard iOS App Development**

Leading development of an iOS learning app focused on shared progress, habit-building, social learning, and community motivation. Built project plans, task checklists, AI-assisted workflows, and QA processes while coordinating language SMEs and creative assets.

### **MManga — Founder & Community Growth Lead | Remote**

**May 2009 – Present**

Built and scaled a digital content platform focused on storytelling, engagement, and growth.

- Led content and communications strategy, growing audiences to 44K+ across platforms.
- Created newsletters, campaigns, and social content to support engagement, retention, and revenue initiatives.
- Built contributor workflows, publishing standards, and communication for distributed teams.
- Developed storytelling-driven content and programs supporting long-term audience growth.

### **Notable Accomplishment: NHK National TV Feature**

Contributed to a nationally aired NHK segment highlighting cross-cultural storytelling and community impact.

### **JET Programme — Instructor & Communications Coach | Tokyo, Japan**

**Jun 2017 – Jun 2020**

- Delivered communication-focused instruction and presentations for diverse audiences.
- Created instructional materials and coordinated programs requiring clear communication, planning, and stakeholder alignment.

## **Other Experience**

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- Content Marketing Specialist at Zayn & Myza | Remote Aug 2021 – Nov 2021
- Japanese Instructor at UNT | Denton, TX Aug 2014 – Jun 2017
- ESL Instructor at UNT | Denton, TX Aug 2015 – May 2015

## **Education**

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### ***University of North Texas — Denton, TX***

2017

- M.A., Linguistics (TESL)
- Certificates: TESL

### ***University of North Texas — Denton, TX***

2013

- B.A., English | Minor, Japanese
- Certificates: Technical Writing

### ***University of Texas — Austin, TX***

2014

- Certificates: CELTA | TEFL