Hamed Nouri | Writing Samples

Denton, TX 76207 • work@nouri.cc • +1 214 245 0784 • hamednouri.com

Writing Sample Overview

The following samples show my experience creating internal communications, employee support resources, and user-facing guidance for technical and operational changes. They include a change announcement, a supporting FAQ, and an onboarding guide excerpt for a complex software platform.

Contents

Sample 1: Support Desk Change Announcement

- **Original title**: Enhancements to CiraNet Support Coming Soon!
- **Type**: Leader-facing change communication / employee support announcement
- **Description**: Announces an enhanced support desk process, explains what is changing, why it matters, how users are affected, and how open tickets and feature requests will be handled.

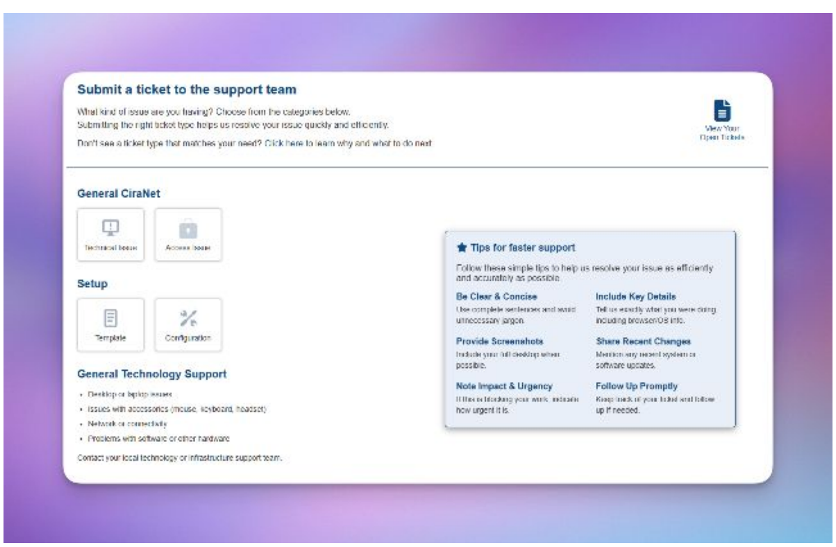
Enhancements to CiraNet Support Coming Soon!

Dear corporate and local office leaders,

We are excited to announce some enhancements coming this week to the way you and your teams can get support from the CiraNet Support team!
Please share this message with your teams as appropriate. It is meant for anyone who currently uses the CiraNet Support ticketing system.

Summary:

- Enhanced CiraConnect Support Desk launches Wednesday, **March 12**.
- Seamless update: new requests will automatically be directed to the enhanced Support Desk.
- Open tickets in the current Service Desk will still be serviced, and all past requests remain accessible.
- Some old or inactive tickets may be closed. If any are closed in error, they can be resubmitted.



What's New?

The enhanced CiraConnect Support Desk launches on Wednesday, March 12 with a more streamlined ticket submission process. We're also making some changes to the way feature requests will be handled.

Benefits of the New Support Desk

The enhanced CiraConnect Support Desk brings a simplified, more efficient way to get support:

- Simplified ticket submission with more relevant options
- More details captured up front to reduce follow-ups
- Improved behind-the-scenes processing for faster, more accurate resolutions

How Does This Impact Me?

The changes are designed to be seamless, but you may notice a few small changes:

- New request options to better match your needs
- Same ticket access, better experience – You'll find all tickets in the same place.
- Update your bookmarks – If you've saved links for submitting CiraNet support tickets, please update them to the new Support Desk link.

What's Happening with Open Tickets?

- Active requests that are still in progress will continue to be worked on.
- Older or inactive tickets that meet specific criteria will be automatically closed.

We understand that some tickets may still be important, and we don't want to lose anything that truly needs our attention. However, because this will be an automated and bulk process, it's possible that some tickets that do still need attention may be closed in error.

If you find that your request was closed but you still need help, you can submit it again using the new request forms.

A New and Better Way to Share Feature Requests

Going forward, feature requests will no longer be submitted through the Support Desk. Instead, we encourage teams to:

1. Discuss ideas internally and refine them.
2. Work with leadership to prioritize impactful requests.
3. Have leaders bring forward top priorities to our development team.

Why this change?

- **Better prioritization** – This ensures that our development team is focusing on what will have the greatest impact for the business.
- **More collaboration** – Teams can discuss and refine ideas before they reach the roadmap.
- **A clearer process** – This makes it easier for everyone to understand how decisions are made.

We believe this approach will help drive more meaningful improvements, and we appreciate your partnership in making it successful!

Sample 2: Support Desk FAQ

- **Original title**: FAQ on New Help Desk
- **Type**: Employee FAQ / process clarification
- **Description**: Provides clear answers about the support desk transition, old-ticket access, resubmission guidance, and process expectations.

FAQ on New Help Desk

What's Happening with Open Tickets?

We know that some of you have tickets in our current system, and we want to make sure you're informed about how we're handling them:

- After March 5th, new tickets will only be accepted through the new Service Desk.
- Active requests that are still in progress will continue to be worked on.
- Older or inactive tickets that meet specific criteria will be automatically closed.

We understand that some tickets may still be important, and we don't want to lose anything that truly needs our attention. However, because this will be an automated and bulk process, it's possible that some tickets that do still need attention may be closed in error. If you find that your request was closed but is still relevant, you can submit it again in the new system.

Will I still be able to access my old tickets?

Yes! No tickets are being deleted. Even if your ticket is closed, you will still be able to view it in the portal just like before. The only change is that new tickets will now appear under a different project name, but everything will still be in your **My Requests** list.

How can I view my old tickets after the transition?

- When viewing your requests in the portal, you can still **adjust your filters** and view options to select which tickets you'd like to see.
- If you need to reference a past ticket, you can **search by ticket number or keywords** in the portal.

What if my ticket was closed, but I still need help?

If you find that a ticket was **closed in error or is still relevant**, simply submit a new request in the new Service Desk, and we'll be happy to assist you.

How do I know if my request is still relevant?

If it's something you still need support for, it's relevant and should be resubmitted.

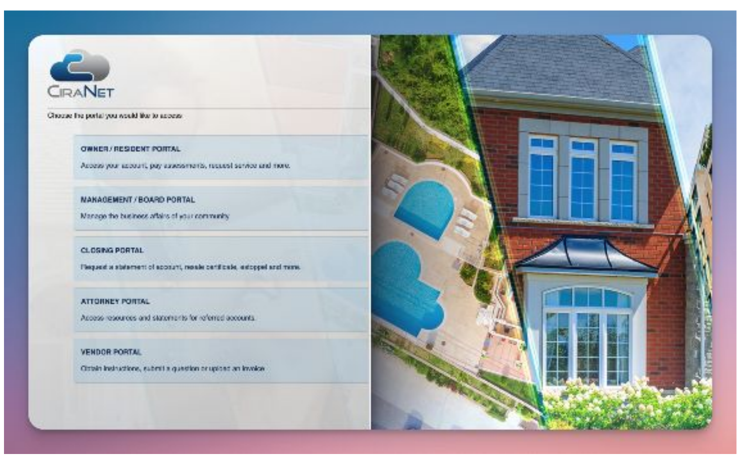
However, if it was a feature request or an idea for an improvement, we are taking a different approach!

Sample 3: CiraNet Onboarding Guide Excerpt

- **Original title**: Introduction to Using CiraNet (2025)
- **Type**: Long-form onboarding guide excerpt / internal user guidance
- **Description**: Introduces a complex software platform to management teams, explains key audience groups, clarifies staff-change and profile expectations, and directs users to support resources.

Welcome to CiraNet

Welcome to CiraNet! This Tip Sheet provides a high-level introduction to our portals, instructions on logging in, and some "here's what you need to know first" tips. But don't worry, this is only a start. In addition to what your leadership team will provide, we have an array of additional resources in our integrated help system, CiraHelp, to help you dive deeper into our integrated management solution designed specifically for our industry.



CiraNet Portals and Their Audiences

CiraConnect offers a series of resources with unique attributes depending on the user type:

- CiraNet Management/Board Portal for the management staff, community board, committee, and other constituent use.
- Resident Portal allows the owners in each community to manage their accounts and access information about their community association.

- Closing Portal is designed for title agents, closing agents, tax services, and real estate agents when requesting information regarding selling or purchasing property within your client communities.
- Attorney Portal is for collection professionals to access statements and other account information for accounts referred to their firm for assessment collection.
- Vendor Portal allows service providers to submit their invoices directly into AAP Workflow.
- Each portal has unique uses and information for a specific audience, but all are designed to assist with managing the communities on our platform and serve them and you as their managing agent. Over the following few pages, we will introduce you to some key portal features used primarily by management, the executive team (board members and key committee members), and the CiraNet Management/Board Portal.

Welcome to the CiraNet Management / Board Portal

Communicating Staff Member Changes

Staff members are set up as users by our CiraConnect tech support team in conjunction with your Account Manager or management company's Desktop Support team. We need some advance time for incoming new team members to ensure they are configured correctly. Conversely, until we remove their access, any outgoing team members will still have an active login. Please communicate staff member or business role changes as soon as possible. We will need the following information for any modifications:

- Name of Staff Member
- Effective Date of Change
- Business Role
- Portfolio
- Status
    - Permanent
    - Temporary
    - Termination

To protect the security of your client community's information, we strongly recommend that staff credentials be monitored closely and terminations communicated to us as soon as possible. Do not pass a team member's credentials on to someone else. In most cases, we can track who acts on items and when, but that loses effectiveness if several individuals share a single login.

Remember that for many of you, your Human Resources team has protocols for on- or off-boarding team members, so please be aware of and follow your company's SOPs first and foremost.

Team Member Profiles

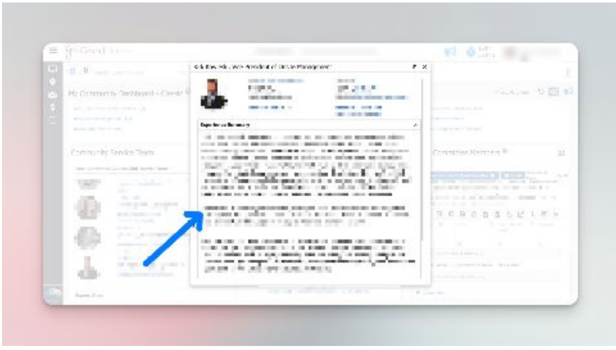


Figure 1: Viewing a Profile from the Community

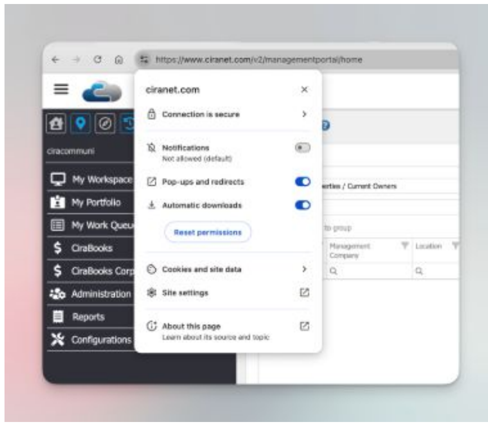
The reality of portfolio management is that both board and varied team members come and go, sometimes very quickly, and getting to know one another can be challenging. One aspect of CiraNet that board members and shared services team members find beneficial is the individual staff profiles they can view at the bottom of the Community Dashboard. As detailed below, the blue text indicates a hyperlink that will open a brief profile of the chosen team member. This helps internal CiraConnect staff learn about you as well, and your staff can, in turn, get an introduction to the accountant assigned to the community, who, in many cases, is not in the same office as you. Profiles are not limited to front office management team members. All users should have them set and available for others to view in the Management/Board Portal Directory.

To be uniform and professional in appearance, we ask that profiles be composed using the general outline:

- Please consider the information a narrative resume that introduces the reader to your qualifications and how they relate to managing the community association. In other words, this is a listing of your work history and qualifications. The reader will appreciate your years of experience in property management but will not find your sports team affinity germane in this context.
- The published profile will be in the third person.
- The photo should be taken in a professional setting, so avoid anything taken at a social function or showing anyone else in the frame. Ideally, since it is a thumbnail size, provide a photo showing you from the shoulders up, wearing business clothing, most ideally in solid dark colors against a neutral background.
- Please inform us of any degrees you have. The education section lists only full degrees. If you are pursuing additional education, include it in the profile narrative.
- Be sure to let us know what certifications you carry.

Questions can be sent to your leadership team or Account Manager at ######@#######. Please feel free to ask them for any assistance or guidance you need to compose the best possible profile.

Security of Information



Both you and your boards want to know that their community information is secure, and at CiraConnect, we understand that. This is why each of you has a unique password based on your business role.

Note that the URL begins with "https." The "s" indicates that the site is secure. You also can click on an icon on the URL bar to pull up additional information on the site. The icon appearance differs depending on the browser. In Chrome, for example, the "View Site Information" is a tune icon, while some sites still show a padlock icon, but all browsers can provide more data on the site's security.

Help and Information Resources

CiraHelp

As we all know, community association management is a complex job that includes many different aspects of operating and maintaining a business corporation with assets: financial management, member communication, covenant enforcement, maintenance, and more. Therefore, the information CiraConnect provides you and your client communities is also multifaceted. To help users understand what the data they see is intended to report on and how to use it effectively, we offer an integrated help system called CiraHelp. The complete searchable database of help topics can be accessed by clicking on the question mark icon at the far end of the Navigation Footer. You can get immediate assistance on the modules you use by clicking on the question mark in the blue circle to the right of the page title.

Announcements

CiraConnect User Support Shared Services Group and/or your Account Manager will use an internal announcement tool to share information, such as training webinar links, office closures, new development rollouts, etc. These announcements can be accessed on the bottom half of the screen on the User Support page.

Announcements can have a varied audience, such as strictly internal, or strictly board members, or all-inclusive of all users, and management company executives also may place announcements for their staff and clients if they so choose. See your Account Manager for more information.

Technical Support

If you are experiencing technical difficulties with CiraNet or CiraMobile, please report what you are experiencing right away via our ticketing system, which can be accessed from the Navigation Footer, including minimally the following information:

- Please tell us what you are experiencing in as much detail as you can, including where you were in the application when the problem occurred
- Let us know what browser you were using at the time
- If possible, provide us with a full-screen screenshot of the problem