

Stephen W. Mitchell

Senior Technical Writer • Knowledge Management • Instructional Designer • Content & Web Developer

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April 2026

Dear Hiring Manager,

How do you know you are a geek? When someone tells you to “get a life,” and your first response is, “What’s the URL?”

I specialize in translating complex technical systems, software functionality, and operational workflows into clear, process-driven documentation and training materials that support successful implementation and user adoption.

Most recently, I served as the principal technical writer for the **Florida Medicaid Modernization Program** at Automated Health Systems, supporting the Unified Operations Center through large-scale O&M documentation, knowledge management, and training development across Microsoft Dynamics 365, Genesys Cloud, and enterprise knowledge platforms.

I bring senior-level experience in technical writing, instructional design, and technical training, with extensive exposure to software development lifecycles, system implementation, integration, and project management. I am confident I can contribute immediately to the clarity, usability, and effectiveness of your documentation and training initiatives.

- Strong written, verbal, and presentation skills with the ability to communicate effectively with executives, engineers, vendors, and end users.
- Deep knowledge of instructional design frameworks, including ADDIE, ASSURE, Backward Design, Dick & Carey, and the Successive Approximation (SAM) model, adult learning theory, and curriculum development for both technical and business audiences.
- Advanced proficiency with Microsoft Office and a wide range of documentation and learning tools, including Adobe Creative Suite, Articulate Storyline, MadCap Flare, RoboHelp, uPerform, Oracle UPK, and TechSmith products.
- Demonstrated ability to leverage generative AI and structured prompt engineering to accelerate documentation workflows while maintaining output quality and accuracy.

I perform well in fast-paced, deadline-driven environments and remain flexible and resourceful when solving complex documentation and training challenges.

Professional Resources

Portfolio & Writing Samples: smitchell.org/portfolio

Training Evaluations: smitchell.org/evaluations

Employer Testimonials: smitchell.org/comments

About & Career Overview: smitchell.org/about

LinkedIn: linkedin.com/in/techsmill

Please feel free to contact me at any time at **207.210.8750** or **steve@smitchell.org**.

Yours very truly,

Stephen Mitchell

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*"Well done is better than well said."
— Benjamin Franklin*

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