

Stephen W. Mitchell

Senior Technical Writer, Instructional Designer, Technical Trainer, Content and Web Developer

- 📍 Spring Hill, Florida, 34606 United States
- 📞 +1 207.210.8750
- ✉ Email: steve@smitchell.org
- 🌐 Website: smitchell.org
- 📄 Writing Samples: portfolio.smitchell.org
- 📄 Training Evaluations: evals.smitchell.org
- 📄 Employer Comments: comments.smitchell.org
- 🌐 LinkedIn: linkedin.com/in/techsmill
- 📄 Software: [Tech Stack](#)
- 📄 Education: [Certifications, College, and Continuing Education](#)
- 📄 [Core Competencies](#)

SUMMARY

With extensive experience in programming, analysis, and technical communications since the dawn of the desktop computer, I specialize in technical writing, instructional design, and training. My expertise spans software skill development, full-cycle learning and development, and content creation projects, consistently exceeding client expectations. Known for upskilling adult learners and leading successful projects, I excel in building trusted stakeholder relationships through effective communication and collaboration.

My exceptional ability to forge trusted partnerships with stakeholders at all levels sets me apart. I ensure that the needs and concerns are addressed through effective communication and relationship building, resulting in productive and successful collaborations.

WORK EXPERIENCE

January 2024 —Present —Contract

Machine Learning and Computer Vision Data Annotator

🏢 [DATA ANNOTATION TECH](#)

📍 Dallas, Texas, United States


DataAnnotation Tech specializes in high-quality data annotation services crucial for developing and enhancing AI and machine learning models. By providing accurate and consistent data labeling, DataAnnotation Tech helps clients improve their AI capabilities and ensure the reliability of their machine learning algorithms.

- ⇒ Executed precise data annotation for images, videos, and audio, enhancing AI system accuracy and performance.
- ⇒ Utilized advanced tools to label and categorize diverse datasets, significantly optimizing model training processes.
- ⇒ Created and optimized coding scripts for web-based data platforms, improving user interfaces and boosting overall system functionality

June 2023 —December 2023 —Contract (7 Months)

Senior Technical Writer

 [SAGRAD](#)

 Melbourne, Florida, United States

The Autonomous Flight Termination Unit (AFTU), developed by Sagrad, is a critical aerospace component designed to safely terminate flights in emergencies. This specialized unit combines advanced printed circuitry and sophisticated software to ensure precise control and decision-making during flight termination procedures.

- ⇒ Authored comprehensive technical documentation for AFTU flight software, Operational Release 3, including user manuals and critical engineering documents, ensuring compliance with NASA, DoD, and FAA standards.

January 2021 - June 2023 —Contract (2 years, 6 Months)

Software Implementation Specialist | Technical Writer

 STATE OF UTAH AND COLORADO | [SYSTEM AUTOMATION CORP.](#)

 Columbia, Maryland, United States

Responsible for configuring, implementing, and demonstrating the company's principal software products.

Summary of core deliverables:

- ⇒ Led software implementation and user acceptance testing to automate licensing, regulatory, and enforcement processes for the State of Utah's Department of Health and Human Services.
- ⇒ Designed and deployed digital forms facilitating user interactions with backend systems, supporting sectors like childcare, EMTs, and health facilities.
- ⇒ In collaboration with the Colorado Department of Revenue, developed digital application forms for the licensing, dispensing, and agricultural aspects of the marijuana industry.

November 2022 - January 2023 —Contract (3 Months)

Documentation Specialist

 [TEXAS DEPARTMENT OF HUMAN SERVICES COMMISSION](#) | [CONDUENT](#)

 Florham Park, New Jersey, United States

Conduent is deploying a significant modernization of the Medicaid system to implement a new Medical Management Information System MMIS for the Texas Health & Human Services Commission.


I served as a critical member of the process documentation staff, working closely with DevOps to produce hundreds of software business processes and mapping documents to develop end-user reference guides and context-sensitive online help.

- ⇒ Produced comprehensive documentation and process maps detailing system transactions and role interactions, aiding the deployment of Texas's new Medicaid Management Information System.
- ⇒ Produced clear and concise process maps with Visio to illustrate the inputs, outputs, and steps involved in the processes.
- ⇒ Developed user interface specifications to enhance end-user experience across multiple platforms.

December 2021 - June 2022 —Contract (7 Months)

Technical Writer

 [STATE OF FLORIDA](#) | [DEPT. OF MANAGEMENT SERVICES](#). [DIVISION OF TELECOMMUNICATIONS](#)


 Tallahassee, Florida, United States

- ⇒ Documented critical procedures for automated processes, change management, and disaster recovery post-audit by the Office of Inspector General (OIG).
- ⇒ Authored style and standards guides for software development in [PHP](#) and [JavaScript](#), aligning with industry best practices

June 2020 - November 2020 —Contract (6 Months)

Senior Technical Writer

 [STATE OF CALIFORNIA](#) | [EMPLOYMENT DEVELOPMENT DEPARTMENT](#)


 Sacramento, California, United States

- ⇒ Created end-user manuals for the [Legislative Service Tracker](#), ensuring seamless application use by legislators, staff, and the public in handling sensitive benefits issues

December 2019 - April 2020 —Contract (6 Months)

Technical Writer

 [HONOLULU AUTHORITY FOR RAPID TRANSIT](#) | [NOKIA](#)

 Honolulu, Hawaii, United States

I created documentation for the elevated urban rapid rail transit system in Oahu, Hawaii, for the Honolulu High-Capacity Transit Corridor project.

The key deliverables for this project were:

- ⇒ Developed key operational and maintenance manuals for [Genetec's Access Control and Incident Detection System](#).
- ⇒ Produced engaging student manual to deliver the [Train-the-Trainer](#) program for the Genetec Security Center applications.

June 2019 - November 2019 —Contract (6 Months)

Senior Technical Writer

 [DELUXE CORPORATION](#) | [TATA CONSULTING SERVICES](#) (TCS)

 Shoreview, Minnesota, United States

A tech-enabled solutions company serving enterprises, small businesses, and financial institutions, offering various solutions designed to assist customers in managing and growing their businesses.


Principal writing project:

- ⇒ Spearheaded [API documentation](#) for Deluxe's iPaaS, integrating essential services across financial and business platforms like Anaplan, Cloudera, and Salesforce.

April 2018 - November 2018 —Contract (9 Months)

Senior Technical Writer

 GLOBAL EAGLE

 Los Angeles, California, United States

Global Eagle provides essential satellite broadband connectivity, content, and data analytics to some of the world's most prominent airlines, private jets, commercial vessels, governments, and military organizations.

Key accomplishments included:

- ⇒ Led documentation for [Complex Maintenance Repair Overhaul and Material Requirements Planning](#) systems, facilitating successful post-go-live adoption
- ⇒ Created training modules using Oracle's User Productivity Kit (UPK) to facilitate the integration of Salesforce and Oracle's Enterprise Resource Planning (ERP) with an inventory and order management system.
- ⇒ Developed training modules and [IT governance policies](#), ensuring compliance with corporate and aviation industry standards, and adherence to [GDPR](#).

October 2017 - April 2018 —Contract (8 Months)

Senior Technical Writer

 IDENTV

 San Francisco, California, United States

IdenTV offers automated content recognition, real-time video detection, video metadata extraction, machine learning, and artificial intelligence in video analytics.

Among the critical output:

- ⇒ Authored critical technical documents for IDenTV's AI Inference Engine and network security protocols for government networks.
- ⇒ Co-authored white papers on advanced video intelligence for [algorithmic warfare](#), significantly enhancing operational awareness and efficiency.
- ⇒ Collaborated in developing a white paper that showcased IDenTV's innovative monitoring solution for television channels and video streaming sites, focusing on ad tracking, verification, and royalty tracking to optimize revenue generation and content protection.

July 2016 - June 2017 —Contract (11 Months)

Senior Technical Writer

 CVS HEALTH | TATA CONSULTING SERVICES (TCS)

 Louisville, Kentucky, United States

Documented the migration of voluminous, distinct systems, programs, and applications during CVS Health's acquisition of Omnicare.

Among the vital documentation generated:

- ⇒ Produced extensive documentation for data feeds and EDI transactions during CVS Health's acquisition of Omnicare, ensuring seamless system integration.
- ⇒ Authored deployment procedures and configuration guides across multiple environments, facilitating robust web service integration.

April 2015 - June 2016 —Contract (7 Months)

Web Development | Content Writer

 MICROLOGIC, INC.

 Spring Hill, Florida, United States

Web Development, Search Engine Optimization:

- ⇒ Designed and launched SEO-optimized websites using contemporary web technologies, significantly boosting user engagement and organic traffic.
- ⇒ Created content that enhanced the visibility of web properties, aligning with strategic marketing goals.

October 2015 - December 2015 —Contract (3 Months).

Technical Writer

 US INFORMATION TECHNOLOGIES CORPORATION

 Chantilly, Virginia, United States

USIT implemented an innovative service-oriented architecture (SOA) for the Bureau of the Fiscal Services, a critical department within the US Treasury. The framework enabled the creation of applications by combining loosely coupled, heterogeneous, and interoperable web services.

- ⇒ Played a pivotal role in developing a strategic five-year IT roadmap for the Bureau of the Fiscal Services, enhancing project alignment with federal goals.
- ⇒ Managed comprehensive documentation and project communication, ensuring consistent updates and stakeholder engagement throughout the project lifecycle.

April 2015 - June 2015 —Contract (3 Months)

Technology Trainer

 MAGNUM FISH CO.

 Boxford, Massachusetts, United States

- ⇒ Orchestrated comprehensive training on Windows 10 and Office 365, equipping users with the skills to transition smoothly to new technology platforms.
- ⇒ Delivered targeted QuickBooks and Salesforce training, enhancing fiscal and customer relationship management capabilities.

March 2015 - April 2015 —Contract (2 Months)

Policy Writer

 BETHEL INN & RESORT

 Bethel, Maine, United States

- ⇒ Collaboratively developed key policies and procedures for Bethel Inn's Golf Academy, significantly improving program structure and participant experience.

August 2014 - February 2015 —Contract (6 Months)

Instructional Designer | eLearning Developer

 AMTRAK

 Wilmington, Delaware, United States

- ⇒ Developed and delivered customized eLearning content using advanced tools like Articulate Storyline and Adobe Captivate, enhancing training effectiveness across Amtrak's systems.

- ⇒ Facilitated dynamic instructor-led training, increasing employee proficiency in enterprise systems.

July 2013 - July 2014 —Contract (1 Year)

Technical Trainer, Writer, eLearning Developer

 [COMMONWEALTH OF MASSACHUSETTS - EXECUTIVE OFFICE OF HEALTH AND HUMAN SERVICES | MAXIMUS](#)

 Boston, Massachusetts, United States Training Specialist -- Contract(1Year).

As a prominent health and human services administrator in the United States, MAXIMUS manages the Massachusetts Mass Health and Medicaid program.

- ⇒ Created and implemented (CBT) eLearning modules for critical systems, including the Medicaid Management Information System (MMIS), Health Insurance Exchange (HIX), and Integrated Eligibility System (IES), adhering to HIPAA and ACA compliance enhancing provider training programs.
- ⇒ Affordable Health Care Act: Designed and facilitated virtual and instructor-led training sessions for Mass Health providers and call center staff.
- ⇒ Managed LMS selection and deployment, ensuring the integration of compliant learning modules across healthcare provider networks in Massachusetts.
- ⇒ Played a principal role in documenting and rigorously testing new protocols for provider enrollment, credentialing, quality assurance, electronic data interchange, and claims adjudication for [Mass Health's Provider Services](#).

June 2012 - June 2013 —Contract (1 Year)

Technical Trainer | Technical Writer

 [HALLIBURTON](#)

 Houston, Texas, United States

As a critical member of the '[Battle Red](#)' project team, took a leading role in developing, implementing, and deploying the [ClickSchedule](#) platform—an SAP-integrated scheduling and mobile Enterprise Resource Planning (ERM) solution.

- ⇒ Led User Acceptance Testing (UAT) and diverse training sessions (Instructor-Led, Virtual, Train-the-Trainer) to ensure successful ERP software deployment and user proficiency.
- ⇒ Provided comprehensive post-go-live support and training across key oil regions in North America, enhancing operational functionality and staff capabilities.
- ⇒ Drove change management and quality assurance initiatives, ensuring smooth process transitions and maintaining data integrity across all stages.
- ⇒ Formulated and executed strategic test plans, managing configuration, deployment, and maintenance across multiple system environments to optimize performance.

July 2011 - April 2012 —Contract (10 Months)

Sr. Technical Writer

 [SOGETI USA | CIN LEGAL DATA SERVICES](#)

 Dayton, Ohio, United States

- ⇒ Developed a context-sensitive, DITA-compliant web-based help system using [MadCap Flare](#), enhancing user satisfaction and reducing support inquiries for an electronic filing application

- ⇒ Delivered immersive virtual training sessions to boost the capabilities of call center representatives and quality assurance teams.

January 2011 - June 2011 —Contract (6 Months)

Instructional Designer | eLearning Developer

 [CACI](#)

 Washington DC, District of Columbia, United States

- ⇒ Collaborated on a Defense Department initiative to create SCORM and 508 compliant e-learning modules, using uPerform for interactive training solutions that maximized learning effectiveness.

February 2010 - August 2010 —Contract (10 Months)

Training Specialist | eLearning Developer

 [SOUTHERN CALIFORNIA EDISON](#)

 Chino, California, United States

- ⇒ Conducted high-impact training sessions and developed e-learning modules for [SAP's ERP](#) system rollout, significantly improving user adoption and system proficiency.

June 2009 - December 2009 —Contract (6 Months)

Technical Training Consultant

 [COMMONWEALTH OF MASSACHUSETTS | HEALTH & HUMAN SERVICES](#)

 Boston, Massachusetts, United States

- ⇒ Delivered comprehensive training on Microsoft Office 2007 and Adobe Acrobat, enhancing state employees' productivity and document management skills.

October 2008 - April 2009 —Contract (6 Months)

Field Trainer

 [IBM | WACHOVIA SECURITIES](#)

 St. Louis, Missouri, United States

- ⇒ Amidst the most demanding securities and market conditions in decades, provided critical training support during the Wachovia and A.G. Edwards merger, focusing on Thomson Reuters Market and Trading Technologies to ensure smooth integration and continuity.

February 2006 - October 2008 —Contract (2 Years, 8 Months)

Senior Technical Writer

 [SYSTEM AUTOMATION](#)


 Columbia, Maryland, United States

- ⇒ Led the design and development of a comprehensive [web-based help system](#) and user guides, facilitating digital licensing and regulatory management processes.
- ⇒ Authored and published meticulously crafted internal, external user, and [administrator reference](#) guides, establishing authoritative resources for seamless navigation and utilization of the systems. Documented precise functional specifications and diligently composed software release notes to ensure accurate communication of updates and enhancements.
- ⇒ Documented database schema and managed extensive quality assurance testing, ensuring system integrity and performance.

May 2005 - January 2006 —Contract (9 Months)

Technical Trainer

 [NICE SYSTEMS, INC.](#)

 Denver, Colorado, United States

A renowned leader in delivering advanced solutions for capturing and analyzing unstructured multimedia content and transactional data from diverse sources, including telephony, web, email, video, and other data stores. NICE Systems caters to various industries, including healthcare, retail, telecoms, contact and call centers, public safety, and financial services.

- ⇒ Led advanced training for IT personnel and system users at NICE Systems, focusing on administrative applications and call center operations, enhancing system utilization and effectiveness.

August 2004 - April 2005 —Contract (Nine Months)

Programmer | Analyst | Technical Writer

 [COMMON CENSUS, INC.](#)

 Westbrook, State of Maine, United States

A dynamic technology company specializing in innovative solutions to collect, store, manage, and disseminate data related to Human Resources, employee benefits administration, and insurance underwriters.

- ⇒ Developed and supported end-user documentation and online help systems for HR and benefits administration software, improving user engagement and operational efficiency.
- ⇒ Designed and implemented dynamic data-driven forms and reports using JavaScript, Crystal Reports, MS Access, and Visual Basic, streamlining data processing and reporting functions.

April 2004 - August 2004 —Contract (5 Months)

Technical Trainer

 [BEKINS VAN LINES](#)

 Chicago, Illinois, United States

- ⇒ Delivered expert-level training on SAP's Supply Chain Logistics modules, enabling optimized logistics and supply chain management for Bekins Van Lines.

March 2004 - June 2004 —Contract (3 Months)

Technical Trainer

 [MICROLOGIC. INC.](#)

 Portland, State of Maine, United States

- ⇒ Conducted targeted software training sessions at renowned learning centers, enhancing participants' proficiency with key business and productivity software.

January 2001 - March 2004 —W2 (3 Years, 2 Months)

Systems Project Manager

 [UNUMPROVIDENT CORP.](#)

 Portland, Maine, United States

Unum Corporation is a leading provider of employee benefits and insurance solutions.

- ⇒ Led complex telephony integration projects, providing extensive training and ensuring superior system performance and user satisfaction.

- ↳ Oversaw complex hardware and software installations, including change management, inventory, and maintenance. Managed User Acceptance Testing, ensuring all projects met performance standards and objectives.
- ↳ Developed a web-based analytics framework that enhanced system performance monitoring and accelerated incident resolution.
- ↳ Designed a departmental extranet to centralize multimedia content management, boosting organizational planning, education, and collaboration.

April 2000 - December 2000 —Contract (9 Months)

Field Trainer

 [IBM LEARNING SERVICES | A.G. EDWARDS](#)

 St Louis, Missouri, United States

- ↳ Conducted intensive field training sessions for [ClientOne](#), a nationwide initiative to smoothly transition Edwards from legacy DOS-based systems to state-of-the-art Windows platforms, encompassing over forty proprietary financial and securities trading applications. Collaborated closely with a committed team of seventy-five instructors, successfully training and empowering over 12,000 users across 690 branch offices.

February 1999 - February 2000 —Contract (1 Year, 1 Month)

Technical Training Consultant

 [CATAPULT | AN IBM COMPANY | MEAD CORP.](#)

 Waltham, Massachusetts, United States

- ↳ Led comprehensive instructor-led training for Mead's [Vision 2000](#) project, covering essential software applications such as Windows NT, MS Office, MS Project, MS Access, Visual Basic, Data Modeling, Crystal Reports, and Lotus Notes. Courses spanned from fundamental to advanced levels, significantly enhancing employee proficiency in modern software environments.

June 1996 - February 1999 —Contract (2 Year 8 Months)

Technology Trainer

 [CATAPULT | AN IBM COMPANY](#)

 Waltham, Massachusetts, United States

- ↳ Delivered extensive technical training and developed courseware for Fortune 1000 companies and government agencies, enhancing client skills and technological capabilities.
- ↳ Collaborated with clients to customize training solutions, aligning with specific organizational goals and ensuring effective skill enhancement. [Funny Catapult Commercial](#).

1989 - 1997 —Contract (7 years)

Programmer | Analyst | Technical Trainer | Technical Writer

 [MICROLOGIC, INC.](#)

 Portland, Maine, United States

- ↳ [Kreative Technical Solutions](#) and [Seafax](#), Portland, ME: Led the software [architecture and development](#) for 'Eureka,' a market-leading credit and marketing information system for the seafood industry. Developed comprehensive help files and user documentation and conducted detailed training sessions to ensure smooth adoption and proficient use.
- ↳ Kreative Technical Solutions, Portland, ME: Designed, coded, and implemented a CRM and efficient

scheduling system for [Portland Glass](#), focusing on user-friendly interface design and workflow optimization. Provided comprehensive documentation and training to enhance system usability and staff proficiency.

- ⇒ Managed implementing Retail [Solutions'](#) POS systems for midsize retailers, overseeing technology setup, system integration, and user training to ensure operational efficiency and user competence.
- ⇒ [Installations, etc.](#), executed installing and configuring a Novell NetWare network system, integrating multiple hardware and software components to facilitate robust data sharing and network reliability.
- ⇒ [In the beginning](#), Transitioning from long-haul transportation sales and management to desktop computers and programming marked the beginning of an exciting and transformative journey. Witnessing the dawning of this technological revolution, I eagerly embraced Hi-tech's burgeoning field, captivated by its endless possibilities. Through rigorous self-study and firsthand experimentation, I acquired the skills necessary to design and develop software applications, unleashing my creativity and problem-solving abilities in the dynamic world of technology. This career shift allowed me to adapt to the rapidly evolving digital landscape and gave me a fresh perspective and an opportunity to contribute to innovative business solutions.

1972 - 1974

Seaman, Naval Sea Systems Command

UNITED STATES NAVY

📍 Bangor, Keyport, Washington, United States

- ⇒ Homeport for the first squadron of the Ohio-class Trident Fleet Ballistic Missile submarines, completing the third leg of the Trident Triad.
- ⇒ **Vietnam War Era Veteran:** honorably discharged.

TECHNICAL CERTIFICATIONS:

VTec

 Portland, Maine, United States

 [JavaScript: Introduction to Scripting](#)

Microsoft

 Portland, Maine, United States

 [Mastering Microsoft Visual Basic 6 Development](#)

Microsoft

 Portland, Maine, United States

 [Intermediate Visual Basic](#)

Microsoft

 Portland, Maine, United States

 [Mastering Enterprise Development Using Microsoft Visual Basic 6](#)

Microsoft

 Portland, Maine, United States

 [Mastering Web Application Development Using Visual InterDev 6](#)


VTec

 Portland, Maine, United States

 [JavaScript: Advanced Scripting](#)

New York Institute of Finance

 New York, New York, United States

 Fundamentals of the Securities Industry

FORMAL EDUCATION:

Southern Methodist University

 Dallas, Texas, United States

 Marketing Research


Eastfield Jr. College

 Mesquite, Texas, United States

 Interstate Commerce, Physical Distribution

University of Mississippi

 Oxford, Mississippi, United States

 Music Theory and Composition

TECHNOLOGY STACK — SOFTWARE, PLATFORMS, AND LANGUAGES:

Artificial Intelligence (AI) and Machine Learning (ML)

- **Generative AI and Prompt Engineering:** Adobe Firefly, Anthropic Claude, Cohere, GitHub Copilot, Microsoft Copilot.
- **Data Annotation and Computer Vision:** Label Studio, CVAT, Super Annotate, Supervisely, TensorFlow.
- **AI Platforms:** OpenAI APIs (ChatGPT, DALL-E), Google Gemini, Notion AI, Stable Diffusion, QuillBot, TLDR This, Text Cortex AI – Zeno.

Programming and Scripting

- **Languages:** JavaScript, PHP, Python, SQL, VB Script, VBA, Visual Basic.
- **Frameworks and Libraries:** .Net, jQuery, Typescript.

Cloud Computing and Virtualization

- Software as a Service (SaaS), Platform as a Service (PaaS), Integration Platform as a Service (iPaaS), Docker.

Web Development and Content Management

- **Web Technologies:** HTML, CSS, JavaScript, PHP, Typescript.
- **Content Management Systems (CMS):** WordPress, Joomla, Drupal.
- **SEO and Blogging Tools:** Uber Suggest, AI Writer, Writesonic.

Database Management Systems (DBMS)

- **Database Systems:** MS Access, MS-SQL, MariaDB, MongoDB, MySQL, Oracle RDBMS, PostgreSQL.
- **Data Modeling and RAD Tools:** Erwin, Various RAD systems and tools.

Graphic Design and Visual Tools

- **Graphic Design:** Adobe Photoshop, Illustrator, InDesign, CorelDRAW, GIMP.
- **Video and Animation:** Adobe Premiere, Adobe Animate, Powtoon, Vyond, SnagIt.

DOCUMENTATION AND AUTHORING TOOLS:

- **Technical Writing and Help Authoring:** Crystal Reports, Madcap Flare, RoboHelp, Adobe FrameMaker, Confluence, Markdown, Microsoft Excel, PowerPoint, Publisher, Word, Visio, SQL Server Reporting Services (SSRS), Software to Doc: SchemaSpy, API Documentation: Postman, Swagger (OpenAPI).

- ⇒ **XML and Data Integration Tools:** Altova XML Spy, DITA Open Toolkit, Oxygen, and xMetal to effectively handle complex XML architectures and data integration from various sources, maintaining data integrity across systems and publishing technical or structured content.

TRAINING, ELEARNING, AND COMPLIANCE:

- ⇒ **eLearning Development Tools:** Articulate (Storyline, Engage, Presenter), Captivate, uPerform, Camtasia, and the User Productivity Kit (UPK) used to develop SCORM and AICC-compliant courses, ensuring interoperability and tracking capabilities across various Learning Management Systems (LMS).
- ⇒ **Compliance and Accessibility:** ADA | WCAG, Section 508 Compliance.
- ⇒ **Learning Management Systems (LMS):** Moodle, SAP SuccessFactors Learning, SharePoint.

CUSTOMER RELATIONSHIP MANAGEMENT (CRM) AND ENTERPRISE SOLUTIONS:

- ⇒ CRM Systems: Salesforce, SAP Customer Experience, Microsoft Dynamics, Act, Goldmine.
- ⇒ Enterprise and Project Management: Atlassian Suite (Jira, Confluence), Microsoft Project, SharePoint.

☐ Software Development and Version Control

- ⇒ **Development Environments:** Visual Studio, Visual InterDev, Visual SourceSafe.
- ⇒ **Version Control Systems:** Git, Azure DevOps, Bitbucket, Perforce (Helix Core), Microsoft Team Foundation Server (TFS).

CORE COMPETENCIES:

- ✓ Firm understanding of the guiding principles of ITIL conventions, the Project Management Body of Knowledge (PMBK), the Software Development Lifecycle (SDLC), and Change Management.
- ✓ Expertise with various writing and learning ecosystems: blended, visual, auditory, kinesthetic, and multimodal learning, development, and training techniques.
- ✓ C-level communications and presentations, delivering strategic and influential messages to top-level executives.
- ✓ Global/cross-functional team leadership and collaboration, driving successful outcomes through effective communication, coordination, and fostering a cohesive and collaborative work environment.
- ✓ Program/project management, overseeing multifaceted initiatives from inception to completion, ensuring adherence to timelines, budgets, and quality standards while effectively coordinating cross-functional teams and stakeholders to achieve project objectives.
- ✓ Proficient in advanced planning techniques, leveraging strategic foresight and data-driven methodologies to anticipate project needs and optimize resource allocation. Skilled in developing detailed project roadmaps and timelines that align with organizational goals, ensuring timely and efficient execution of complex initiatives. Adept at identifying potential risks and implementing proactive measures to mitigate them, enhancing overall project outcomes. Demonstrated ability to integrate stakeholder feedback and adjust plans dynamically to accommodate changing requirements and emerging opportunities.

Transcripts and professional and personal references are available on request.