

Stephen W. Mitchell

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

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- 📄 Employer Comments: smitchell.org/comments
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- 📄 Software: [Tech Stack](#)
- 📄 Education: [Certifications, College, and Continuing Education](#)
- 📄 [Core Competencies](#)

SUMMARY

As a seasoned veteran in technical communications since the dawn of the desktop computer, I have specialized in technical writing, learning and development, instructional design, and training. My expertise in software skill development and full-cycle content development projects has enabled me to successfully meet the needs of my clients' training, writing, and skill development initiatives. I have a proven record of upskilling adult learners and have spearheaded a variety of projects, delivered exceptional results while focused on exceeding client expectations.

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

WORK EXPERIENCE

June 2023 - Present —Contract

Senior Technical Writer

🏢 [Sagrad](#)

📍 Melbourne, Florida, United States


The Autonomous Flight Termination Unit (AFTU), developed by Sagrad, is a critical aerospace component designed for the safe and reliable termination of unmanned flights in emergency situations. This specialized unit combines advanced printed circuitry and sophisticated software to ensure precise control and decision-making during flight termination procedures.

- » Took the lead in crafting comprehensive technical documentation for Operation Release 3 of the AFTU flight software. Led the development of User's Hardware and Software manuals and critical documents like the Piece Parts Plan, Software Assurance Plan, Software Design Specification, and various Engineering Directorates. Coordinated closely with engineering and software development teams to articulate test designs and content, ensuring alignment with NASA, DoD, Federal Aviation Administration, Space Launch Delta 30th and 45th, and other regulatory agencies and standards.

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

Software Implementation Specialist | Technical Writer

 [System Automation Corp.](#) | State of Utah and Colorado

 Columbia, Maryland, United States

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

Summary of core deliverables:

- » Identified the requirements and collaborated with user acceptance testing for the State of Utah, Department of Health and Human Services, and the Division of Licensing and Background Checks to implement a suite of software developed by System Automation to automate the licensing, regulatory, and enforcement processes within the state.
- » Created a variety of E-forms to assist users in interacting with Utah's Department of Human Service's applications and back-end systems. The forms included intake, registration, and applications for licensing, regulation, and enforcement to accommodate childcare, EMTs and paramedics, health facilities, and human services, to mention but a few.
- » In collaboration with the Colorado Department of Revenue, produced digital 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 major 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 key 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.

- » Crafted comprehensive and detailed documents outlining the interactions between roles and the system for various system transactions, including success and failure scenarios and critical variations or exceptions.
- » Created clear and concise process maps with Visio to illustrate the inputs, outputs, and steps involved in the processes.
- » Developed comprehensive user interface specifications that defined all possible user actions and visual, auditory, and other interaction elements.

December 2021-June 2022 — Contract (7 Months)

Technical Writer

 [State of Florida](#) | [Dept. of Management Services](#). [Division of Telecommunications](#)

 Tallahassee, Florida, United States

- » Thoroughly documented the elements of and remediation for automated processes, change management, disaster recovery, service utilization, software patch management, system access, and separation of duties following an audit by the Office of Inspector General (OIG).

- » Authored comprehensive and detailed Coding Style and Standards documents for multiple programming languages, including [PHP](#) and [JavaScript](#), adhering to industry best practices and guidelines.

June 2020-November 2020 — Contract (6 Months)

Senior Technical Writer

 [State of California | Employment Development Department](#)

 Sacramento, California, United States

- » Created a comprehensive set of end-user manuals tailored to the [Legislative Service Tracker](#), a Salesforce application developed by the Employment Development Department to facilitate collaboration and conflict resolution among the California legislature, its staff, constituents, and department representatives on issues related to unemployment benefits, disability benefits, and paid family leave. The manuals catered to the needs of state legislators, state staff, agents of the Department of Employment Development, and the public, ensuring seamless application use.

December 2019-April 2020 — Contract (6 Months)

Technical Writer

 [Honolulu Authority for Rapid Transit | Nokia](#)

 Honolulu, Hawaii, United States

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

The key deliverables for this project were:

- » Developed operation and maintenance manual for [Genetec's Access Control and Incident Detection System](#), a security and intrusion detection platform combining video surveillance and analytics, access control, and automatic license plate recognition. The manual served as a comprehensive guide for protecting rail system personnel, assets, and facilities, providing clear-cut steps to follow for operations, troubleshooting, and maintenance.
- » 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:

- » Led the [API documentation](#) effort for Deluxe's integration of its Financial Services and Small Business units using MuleSoft AnyPoint, connecting Anaplan, Cloudera, Microsoft Teams, Outlook, SAP, 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:

- » Spearheaded the development of comprehensive documentation for both pre- and post-go-live implementation of Oracle's [Complex Maintenance Repair Overhaul and Material Requirements Planning](#) systems, ensuring successful adoption by end-users.
- » 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.
- » Collaborated with the Chief Information Security Officer (CISO) to develop and author [IT governance policies and standards](#), ensuring compliance with both corporate and aviation industry regulations and best practices.
- » Catalogued Global Eagle's compliance with the [General Data Protection Regulation](#) of the European Union, creating robust documentation that affirms its conformity with GDPR and aviation industry standards.

October 2017-April 2018 — Contract (8 Months)

Senior Technical Writer

 [IDenTV](#)

 San Francisco, California, United States

In the field of video analytics, IDenTV offers automated content recognition, real-time video detection, video metadata extraction, machine learning, and artificial intelligence.


Among the critical output:

- » Authored installation and configuration of documents for IDenTV's AI's [Inference Engine](#) and [SUNet server](#) access for ECS, a technology service provider to the United States Government's Secret Internet Protocol Router Network (SIPRNet).
- » Co-authored a white paper for presentation to the [Algorithmic Warfare Cross-Functional Team](#) and [Project Maven](#) entitled 'Advanced Video Intelligence Using Artificial Intelligence: Increasing Efficiencies and Operational Awareness.
- » 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:

- » Developed comprehensive documentation for hundreds of data feeds and Electronic Data Interchange (EDI) transactions, providing users with clear and concise instructions for seamless integration and operation.
- » Documented deployment procedures for various web services across Development, Quality Assurance, User Acceptance, and Production environments, supporting effective integration and release.
- » Produced installation and configuration guides for web servers, Microsoft SQL databases, Service Packs, Cumulative Updates, and Transport Security Layers.

April 2015-June 2016 — Contract (7 Months)

Web Development | Content Writer

 [MicroLogic, Inc.](#)

 Spring Hill, Florida, United States


Web Development, Search Engine Optimization:

- » Developed and implemented responsive and visually appealing websites using HTML, CSS, JavaScript, PHP, and modern front-end frameworks, improving user experience, and increasing website traffic.
- » Created engaging and informative website content, ensuring high-quality, SEO-optimized topics that generated organic traffic and boosted online visibility.

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 key department within the U.S. Treasury. The framework enabled the creation of applications by combining loosely coupled, heterogeneous, and interoperable web services.

- » Collaborated with the project manager in formulating a comprehensive Microsoft Project five-year plan for the Bureau, providing valuable assistance in shaping the strategic roadmap.
- » Oversaw meticulous documentation and vigilant monitoring of meetings and action items by coordinating with internal staff, the Joint Application Development team, and the Bureau. Ensured streamlined communication and accountability during project initiation and kick-off.

April 2015-June 2015 — Contract (3 Months)

Technology Trainer

 [Magnum Fish Co.](#)

 Boxford, Massachusetts, United States

- » As a successor to Microsoft Windows 7, orchestrated a comprehensive training program on migrating to Windows 10 and Office 365 (Word, Excel, PowerPoint, OneNote, Outlook, and OneDrive). Empowered users with essential skills and knowledge to seamlessly transition to the latest office technology stack.
- » Provided both QuickBooks and Salesforce training, equipping accounting staff with proficient skills in fiscal management and empowering the organization with expertise in utilizing the Salesforce Customer Relationship Management system.

March 2015-April 2015 —Contract (2 Months)

Policy Writer

 [Bethel Inn & Resort](#)

 Bethel, Maine, United States

- » Contracted by Bethel Inn's Golf Academy program, collaborated closely with the Head Golf Professional to meticulously craft and establish the policies and procedures essential for ensuring the program's resounding success.

August 2014-February 2015 —Contract (6 Months)

Instructional Designer | eLearning Developer

 [Amtrak](#)

 Wilmington, Delaware, United States

- » Collaborated with Amtrak, leveraging powerful software tools such as uPerform, Articulate Storyline, Captivate, and diverse components of the Adobe Creative Suite to skillfully develop customized and engaging online learning content with meticulous precision.
- » Delivered dynamic instructor-led training sessions on diverse enterprise systems to staff members as a key component of the corporate training program.

July 2013-July 2014 —Contract (1 Year)

Technical Trainer, Writer, eLearning Developer

 [MAXIMUS | Commonwealth of Massachusetts - Executive Office of Health and Human Services](#)

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

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

- » Utilizing Articulate Storyline, documented and created computer-based training (CBT) modules for crucial systems, including the Medicaid Management Information System (MMIS), Health Insurance Exchange, Integrated Eligibility System (HIX/IES), as well as for compliance with the Health Insurance Portability and Accountability Act (HIPAA) and the Affordable Care Act.
- » Affordable Health Care Act: Designed and facilitated virtual and instructor-led training sessions for Mass Health providers and call center staff.
- » Learning Management System (LMS): Oversaw the evaluation and due diligence process of multiple Learning Management System (LMS) vendors. Executed vendor selection, skillfully negotiated terms and

prices, and expertly configured, branded, and deployed SCORM and 508 compliant learning modules to the LMS utilized by a vast network of healthcare providers across the Commonwealth.

- » Health Provider Services Project: As Maximus acquired [Mass Health's Provider Services](#) from Hewlett-Packard, played a principal role in the documentation and rigorous testing of new protocols for provider enrollment, credentialing, quality assurance, electronic data interchange, and claims adjudication. Ensured adherence to robust operational standards.

June 2012-June 2013 —Contract (1 Year)

Technical Trainer | Technical Writer

 [Halliburton](#)

 Houston, Texas, United States

As a key 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.

- » Executed User Acceptance Testing (UAT) and delivered extensive training sessions, including Instructor-Led, Virtual, and Train-the-Trainer programs, to successfully implement the ERP software, ensuring optimized functionality and user proficiency.
- » Delivered extensive support and conducted post-go-live training in the prominent oil patches spanning Texas, Colorado, New Mexico, Oklahoma, North Dakota, Western Pennsylvania, and Calgary.
- » Contributed to change management initiatives, ensuring smooth transitions and continuous adoption of new processes. Conducted rigorous quality assurance measures and performed meticulous data validation to guarantee data integrity.
- » Developed and implemented effective test strategies. Provided essential configuration, deployment, and maintenance support for Staging, Quality Assurance (QA), User Acceptance, Training, and Production environments.

July 2011-April 2012 —Contract (10 Months)

Sr. Technical Writer

 [Sogeti USA | CIN Legal Data Services](#)

 Dayton, Ohio, United States

- » Utilized advanced proficiency in [MadCap Flare](#) to develop a robust, context-sensitive, DITA-compliant, web-based help system for an innovative SaaS-based application that enabled electronic filing of bankruptcy petitions across all US jurisdictions. The work resulted in elevated user satisfaction and reduced tech support requests.
- » Delivered thorough and immersive virtual training sessions to empower the company's call center representatives and offshore quality assurance and testing teams.

January 2011-June 2011 —Contract (6 Months)

Instructional Designer | eLearning Developer

 [CACI](#)

 Washington D.C., District of Columbia, United States

- » Collaborated with a highly skilled team to develop a diverse range of SCORM and 508 compliant multimedia

e-learning modules and software simulations for a prominent Department of Defense initiative in conjunction with the United States Military Entrance Processing Command. Utilized development tools like uPerform to create interactive and accessible training solutions that adhered to stringent compliance requirements while maximizing learning effectiveness.

February 2010-August 2010 —Contract (10 Months)

Training Specialist | eLearning Developer

 [Southern California Edison](#)

 Chino, California, United States

- » Delivered performance-focused instructor-led training sessions for an enterprise-wide information system, overseeing a significant R/3 rollout of SAP's [Enterprise Resource Planning](#) (ERP), [ClickSchedule](#), and Master Data modules.
- » Developed e-learning modules, software simulations, and various user-centric technical documentation artifacts.

June 2009-December 2009 — Contract (6 Months)

Technical Training Consultant

 [Commonwealth of Massachusetts | Health & Human Services](#)

 Boston, Massachusetts, United States

- » Delivered extensive training to state employees on commercial, off-the-shelf (COTS) software, equipping individuals with essential skills in Microsoft Office 2007 (Access, Excel, OneNote, Outlook, PowerPoint, Project, SharePoint, and Word).
- » Conducted specialized training sessions for employees, equipping them with an advanced level of proficiency in Adobe Acrobat/Distiller. The training covered diverse areas such as creating high-quality PDF documents, coding interactive electronic forms, and proficiently with import/export and conversion of document file types.

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, conducted field, group, and individual training sessions on Thomson Reuters Market and Trading Technologies for Financial Advisors and their staff. This training played a pivotal role in facilitating the successful merger of Wachovia and A.G. Edwards and the seamless integration of the SmartStation trading platform. Effectively imparted essential business-critical skills to comprehend the proprietary system's new workflow processes, applications, and reports.

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

Senior Technical Writer

 [System Automation](#)


 Columbia, Maryland, United States

- » Spearheads the development of innovative technology to administer professional and business licensing, including online portals for license applicants and holders to submit and manage their applications and renewals digitally, regulatory and compliance management, complaint, investigation, enforcement, payment processing, and other automated workflows.
- » [Web Help System](#): Designed, developed, and authored a topic-oriented and context-sensitive web-based help solution (RoboHelp) to deliver authoritative user assistance for a suite of web applications.
- » [Reference Manuals](#): 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.
- » Database Documentation: This is a comprehensive reference that documents the data definitions for SQL and Oracle database schema and objects, providing detailed descriptions, characteristics, and relationships of the data elements supporting the applications.
- » Quality Assurance: Constructed thorough test plans and conducted rigorous regression testing. Attentively analyzed and documented test results.

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.

- » Administrators Training: Conducted advanced training sessions for IT personnel at NICE client sites, delivering comprehensive instruction on administrative applications, system architecture, maintenance procedures, and troubleshooting tools.
- » Core Applications Training: Delivered in-depth system applications training to supervisors, call center team leaders, and other system users.
- » Call Center Training: Developed electronic evaluation forms and facilitated practical coaching scenarios to enhance the effectiveness and proficiency of call center staff.

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.

- » Designed and authored extensive end-user documentation and context-sensitive online help and support files, providing users with clear and accessible resources to effectively navigate and utilize the company's software solutions.
- » Leveraged JavaScript and Crystal Reports to develop dynamic digital forms, statements, and reports. Employed sophisticated methodologies, including conditional logic, rules, and predefined criteria, to dynamically adjust the form's behavior and content in response to user input, ensuring a tailored user experience while facilitating efficient data import.
- » Using MS Access and Visual Basic, architected an inventory application to oversee the management of leased equipment for tracking, maintenance, and reporting throughout the asset lifecycle.
- » Engineered reliable and efficient import/export capabilities, facilitating seamless and secure data exchange across the organization's diverse systems.

April 2004-August 2004 — Contract (5 Months)

Technical Trainer

 [Bekins Van Lines](#)

 Chicago, Illinois, United States

- » Delivered impactful software training sessions on SAP's Supply Chain Logistics modules, encompassing R/3 and Geographical Information System functionalities. Equipped learners with expert-level proficiency in utilizing these modules to optimize routing, receiving, delivery, freight, and rolling stock tracking.
- » Fostered a deep understanding of the software's capabilities and empowered trainees to effectively leverage its features for enhanced logistics management.

March 2004-June 2004 — Contract (3 Months)

Technical Trainer

 [MicroLogic, Inc.](#)

 Portland, State of Maine, United States

- » Delivered performance-driven training on Commercial off-the-shelf (COTS) software at renowned New Horizons, Executrain, and other esteemed computer learning centers and businesses. Employed proven instructional methodologies rooted in adult learning and performance-based principles to ensure effective knowledge transfer. Led engaging and targeted instructor-led sessions that empowered learners to master software applications and maximize their productivity.

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.

- » Managed end-to-end projects involving Computer Telephony integrations, including Plain Old Telephone Service (POTS), voice-over-IP (VoIP), and various audio and video mediums. Oversaw planning, design, implementation, maintenance, training, coding, testing, baseline support, and risk management. Ensured

seamless integration and optimal performance of communication systems and platforms.

- » Directed and executed complex hardware and software installations, change management initiatives, inventory management, preventive maintenance, equipment upgrades, and software/hardware modifications. Efficiently managed all aspects of User Acceptance testing to ensure optimal performance and adherence to project objectives.
- » Created an innovative web-based framework for conducting systems analysis, monitoring infrastructure performance metrics, and generating insightful reports. Proactively identified and reported root causes for outages and downtime, facilitating swift resolution and minimizing business disruptions.
- » Engineered a departmental extranet to serve as a centralized hub for hosting and managing multimedia content, fostering efficient planning, education, collaboration, and knowledge management within the organization.

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 dedicated team of seventy-five instructors, successfully training and empowering more than 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

- » Conducted instructor-led training sessions for Mead's [Vision 2000](#) project, a global initiative encompassing a comprehensive refresh of software and hardware for Mead Corp. Led comprehensive courses covering a wide range of essential software, including Windows NT, MS Office, MS Project, MS Access, Visual Basic, Data Modeling, -Crystal Reports, and Lotus Notes. Taught courses ranging from Fundamentals to Intermediate and Advanced levels, equipping employees with the necessary skills to thrive in the modern technology landscape.

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

Technology Trainer

 [Catapult | an IBM company](#)

 Waltham, Massachusetts, United States

- » Provided extensive technical training and courseware development services to Fortune 1000 companies and government entities nationwide. Delivered high-quality instruction and developed performance-based training materials to empower clients with the necessary skills and knowledge to excel in their technological endeavors.
- » Collaborated closely with clients to understand their unique needs and tailored training solutions that aligned with their organizational goals. [Funny Catapult Commercial](#).

1989 - 1997 —Contract (7 years)

Programmer | Analyst | Technical Trainer | Technical Writer

 [MicroLogic, Inc.](#)

 Portland, Maine, United States


- » Contract.: with [Kreative Technical Solutions](#) and [Seafax](#), Portland, ME.: As the lead software architect, orchestrated the [design, development, implementation, and integration](#) of the inaugural release of 'Eureka,' which emerged as the industry leader in credit and marketing information for the seafood sector. Created and consolidated comprehensive help files and user documentation to ensure seamless user adoption and proficiency. Conducted in-depth training sessions for management and staff, equipping them with a comprehensive understanding of the software's robust features and functionalities.
- » Contract.: with Kreative Technical Solutions, Portland, ME.: Collaborated with a team of skilled software engineers to architect a proprietary Customer Relations Management System and a highly efficient scheduling and distribution solution for [Portland Glass](#). Led the design and development of the intuitive User Interface, ensuring an optimal user experience and streamlined workflow. Created detailed help files and crafted end-user documentation to provide clear instructions and support. Delivered targeted training sessions to management and call center representatives, empowering them with the knowledge and proficiency needed to leverage the system effectively.
- » Contract.: with [Retail Solutions, Inc.](#), Falmouth, ME.: Led Point of Sales (POS) implementations for small and midsize convenience and grocery stores. Directed store technology device staging, integration, and installation, including complete POS solutions. Orchestrated end-user technical and procedural training sessions for store staff and management.
- » Contract.: [Installations, Etc.](#) Mechanic Falls, Maine. Installed and configured a networked Novell NetWare Pentium computer system, enabling efficient data sharing. Implemented hardware and software components, including servers, workstations, and networking protocols, ensuring seamless connectivity and reliable performance.

[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.

EDUCATION

2021-2021

 Vtec

 Portland, Maine, United States

 [JavaScript: Introduction to Scripting](#)

2001-2021

 Microsoft

 Portland, Maine, United States

 [Mastering Microsoft Visual Basic 6 Development](#)

2001-2001

 UnumProvident

 Portland, Maine, United States

 [Intermediate Visual Basic](#)

2001-2001

 Microsoft

 Portland, Maine, United States

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

2001-2001

 Microsoft

 Portland, Maine, United States

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

2001-2001

 VTec


 Portland, Maine, United States

 [JavaScript: Advanced Scripting](#)


2000-2000


 New York Institute of Finance


 New York, New York, United States

 Fundamentals of the Securities Industry

1982-1982

 Southern Methodist University

 Dallas, Texas, United States

 Marketing Research 1980-1982

 Eastfield Jr. College

 Mesquite, Texas, United States

 Interstate Commerce

1976-1978

 The University of Mississippi


 Oxford, Mississippi, United States

 Music Theory and Composition

1974-1976

 Pearl River Community College

 Poplarville, Mississippi, United States

 Music Theory

TECHNOLOGY STACK — Software, Platforms, and Languages

- ⌘ Artificial Intelligence: Prompt engineering with Adobe Firefly, Alpha Code, Anthropic Claude, Cohere, GitHub Copilot, Copilot for Microsoft 365, Databricks Lakehouse, GitHub Copilot, Google Gemini, PHIND, Midjourney, Notion AI, Open AI's ChatGPT, and DALL-E, Monkeylearn, Otter.ai, QuillBot, SEO.ai, Stable Diffusion, TLDR This, Text Cortex AI - Zeno, Uber Suggest AI Writer, Writesonic.
- ⌘ Adobe: Acrobat, Audition, Captivate, Dreamweaver, Fireworks, FrameMaker, Illustrator, InDesign, Photoshop, Premiere, Presenter, RoboHelp.
- ⌘ Articulate: Engage, Presenter, Storyline.
- ⌘ Atlassian: Bitbucket, Confluence, Jira.
- ⌘ Content Management | LMS: Atlassian Confluence, Drupal, Joomla, Moodle, SharePoint, WordPress. Scorm/AICC.
- ⌘ Customer Relationship Management Systems: Act, Goldmine, Microsoft Dynamics, SAP CRM, and Salesforce.
- ⌘ Database Management Systems: Access, dBase, FoxPro, MongoDB, MS-SQL, MySQL, Oracle RDBMS, Various Erwin, ERD data modeling, and Rapid Application Development (RAD) systems and tools.
- ⌘ Training Technologies | eLearning Tools: Camtasia, Captivate, Storyline, uPerform, and User Productivity Kit (UPK). Scorm and Section 508 Compliance.
- ⌘ Graphics Tools: Adobe Animate, CorelDRAW, Adobe Fireworks, GIMP, Adobe Illustrator, Adobe InDesign, Adobe Photoshop, Powtoon, SnagIt, Vyond.
- ⌘ Help Authoring Tools: Confluence, Madcap Flare, Oracle User Productivity Kit, RoboHelp, uPerform, WebWorks, and WordPress.
- ⌘ Microsoft: Access, FrontPage, OneNote, Outlook, PowerPoint, Project, Publisher, SharePoint, SQL Server, Team Foundation Server, Visio, Visual Basic, Visual Basic for Applications, Visual FoxPro, Visual Interdev, Visual Studio, and Visual SourceSafe.
- ⌘ Revision, Tracking, and Development: Azure DevOps, Bitbucket, Bugzilla, FogBugz, GitHub, JIRA, Microsoft Team Foundation Server, ServiceNow, Testuff, Vault, Visual Source Safe.
- ⌘ Operating Systems: DOS, Linux, Windows Client/Server, Internet Information Server (IIS), Apache.
- ⌘ Other Software: Crystal Reports, QuickBooks, SQL Server Reporting Services, Thomson Reuters Market, and Trading Technologies.
- ⌘ Web Development: CSS, HTML, JSON, jQuery, JavaScript, PHP, VB Script; various wiki/web collaboration systems and integrated development environments.
- ⌘ XML: Altova XML Spy, DITA Open Toolkit, Oxygen, xMetal.

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.
- ✔ Risk assessment and mitigation, utilizing comprehensive methodologies to identify potential risks and develop proactive strategies to minimize their impact. Proven ability to analyze complex scenarios, implement risk management frameworks, and facilitate effective risk communication across diverse stakeholders.

Transcripts and professional and personal references are available on request.