
Versatile technical writer and U.S. Navy Veteran with outstanding skills in technical documentation, training content creation, and website design. Holds a bachelor's degree in business management and an associate's degree in English. Master of converting complex technical models and engineering terminology into plain writing and concepts for end users. Eager to apply extensive capability and experience to create writing projects with a skillfully-applied focus on target audiences.

~ Key Abilities ~

Technical Writing – Document Style Guides – Technical Training Development
Website Design & Maintenance – E-learning Development

PROFESSIONAL EXPERIENCE

TECHNICAL WRITER

Career Pro Plus | Macon, GA (Remote)

03/2021 – 10/2025

Technical Writing & Document Preparation: Authored federal resumes, professional resumes, and military transition resumes for diverse clients. Translated complex and confusing military terminology and career information into more accessible writing for civilian readers. Collaborated with coworkers via MS SharePoint and Teams to generate concise, effective products. Elevated professional resume concepts for federal job applications to include knowledge, skills, and abilities, following specified format and content requirements. Incorporated specific terminology, matched job vacancy keywords to the client's experience, and highlighted achievements from each job to maximize impact.

- Certified as a Master Military Resume Writer and a Master Federal Resume Writer within the first year of starting this position. This facilitated the ability to provide superior technical writing services to clients seeking private jobs or federal employment.
- Leveraged proficiencies, experiences, and capabilities to facilitate the ability to create resumes for an incredibly diverse array of clients ranging from medical scientists to building custodians.

WEBMASTER & HEARING AID TECHNICIAN

HearSource (under Manan Hearing) | Bainbridge, IN

02/2016 – 04/2020

Technical Writing & Web Development: Created dynamic and responsive multimedia website content, managed web content, elevated SEO, and oversaw multiple e-commerce platforms selling hearing aid solutions. Developed new website media and graphic designs to enhance marketing and e-commerce. Responded to website inquiries via website-embedded chat boxes, and assisted certified hearing aid technicians with remote hearing aid technical support and hearing aid programming. Chaired weekly cross-functional scrum meetings for ongoing website development projects.

Hearing Aid Assembly & Repair: Assembled and repaired hearing aids as a micro-miniature electronics technician to hone specific knowledge of hearing aid products and accessories during the first two years in this position. Constructed new hearing aids and proprietary programming units, and programmed hearing aids to address customer-specific hearing loss profiles.

- Rebuilt and published 12+ business websites to resolve delisting and flagging due to changes in

algorithms. Achieved natural first page ranking for these business websites in under two years.

- Completed 1K+ hearing aid repairs per year and constructed hundreds of new hearing aids per year during the first two years, without having any prior experience working with hearing aids.

WEBMASTER/TECHNICAL WRITER

Self-Employed (d.b.a. Websites by Cris! / San Diego Web Guy) | Rockville, IN / San Diego, CA

09/2010 – 02/2016

Freelance Webmaster Services: Created and maintained websites for small businesses and non-profit organizations. Designed attractive, responsive user interfaces for e-commerce, e-learning, and multimedia presentations. Developed website infrastructures using WordPress, including modifications of plugins and extensively modified theme design, development, and modification. Edited or modified SQL databases. Backed up and recovered website content. Optimized writing for SEO, wrote original page copy, and prepared or optimized product images for ecommerce use.

Technical Writing & eLearning Development: Authored and updated technical manuals, training guides, and eLearning multimedia packages. Developed creative and innovative eLearning products using a variety of tools such as SmartBuilder, and maintained online and intranet eLearning content management systems such as Moodle. Tested and verified training material for sharable content object reference model (SCORM) compliance.

- Exceeded 15% per year in revenue growth over the first three years, and maintained sustainable levels to hold freelance developer status for the next three years.

SENIOR TECHNICAL TRAINING SPECIALIST

Qualcomm: OmniTRACS Division | San Diego, CA

10/2007 – 09/2010

Technical Training & Writing: Developed and maintained B2B (Business to Business) literature, training courses, and self-paced multimedia presentations designed to conform to established requirements. Translated complex engineering and technical language into layman's terms for inclusion into end-user documentation. Collaborated on software training development for users with varying levels of technical skill. Used Microsoft Office Suite, Adobe Creative Suite, and additional tools such as Visio and Camtasia. Maintained a large, decentralized document and presentation library.

- Collaborated with team leadership and peers to develop new technical writing style guides. This resulted in the ability to generate effective and consistent documentation across all levels.

EDUCATION

Bachelor of Arts, Business Management, Webster University, San Diego, CA, 2007

Associate in Arts, English Language and Literature, San Diego Mesa Community College, San Diego, CA

Certificate of Completion in Creative Writing, San Diego Mesa Community College, San Diego, CA