

# Carolyn Coleman

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## SUMMARY

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Technical Writer and Content Developer with 20+ years of technical writing experience across software development workflows, infrastructure systems, application architecture, and web-based training. Known for clear, customer-facing documentation, rigorous editing, and cross-functional delivery that improves usability, maintainability, and stakeholder alignment. Proven skills in editing and grammar, attention to detail, and deadline management in complex, version-controlled publishing environments.

## PROFESSIONAL EXPERIENCE

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### Technical Writer and Editor Consultant

May 2004 - Present

Various Contracts | Remote

- Built customer-facing product documentation that explained product capabilities, advanced configurations, and end-to-end workflows by translating SME input into clear content, improving accuracy and accelerating customer onboarding.
- Led documentation modernization initiatives that transitioned static PDFs to interactive WBT by optimizing content production workflows and aligning engineering, IT Ops, and training stakeholders, increasing user engagement by 60% and reducing content update cycles by 40%.
- Analyzed user requirements and UX feedback to design, document, and deliver 83 new features by testing and verifying code samples and ensuring correct Markdown syntax, driving a 70% increase in daily active users and improving usability.
- Spearheaded a documentation streamlining initiative by implementing information architecture and content reuse improvements, reducing redundancy by 35% and eliminating 400+ hours of annual maintenance to deliver \$120,000 in operational savings.
- Troubleshoot documentation build failures through CI/CD pipelines and local environment testing, restoring stable publishing workflows and ensuring consistent release-ready output.
- Produced AI- and BI-ready documentation including data dictionaries, templates, and versioning standards by applying canonical metrics, style guides, and CMS governance, strengthening stakeholder alignment across credit systems, financial products, datasets, and AI and analytics workstreams.

### Freelance Writer / Ghost Writer

May 2004 - Dec 2020

Various Contracts | Remote

- Produced technical, creative, autobiographical, and marketing content for clients across publishing, psychotherapy, e-commerce, and wellness by researching, drafting, and editing to client specifications, improving content clarity and delivery reliability.
- Authored website content for Prudence Farrow Bruns (Northwest Florida Transcendental Meditation Program) by translating program offerings into audience-aligned copy, strengthening the program's digital presence and improving inquiry volume.
- Crafted client-centered web content for TimothyJDonovan.com by translating complex psychological concepts into accessible language, improving site clarity and increasing engagement.
- Developed conversion-focused copy and thought-leadership content for Channel Intelligence by adapting tone and structure to match brand goals, improving campaign performance and increasing conversion.

### Instructional Software Designer and Writer

March 2001 - April 2004

Advanced Software Technology, Pensacola, FL

- Designed interactive web-based training (WBT) courseware for federal and military clients including the Federal Law Enforcement Training Center (FLETC) and the Naval Surface Warfare Officers School (SWOS), improving alignment to learning objectives and program standards.
- Integrated comprehensive textual and audio instructional content by applying instructional and technical documentation standards, improving clarity and accuracy across courseware deliverables.
- Compiled and incorporated visual course assets by coordinating with stakeholders and verifying content fidelity, strengthening scenario-based and interactive learning quality.

- Delivered multiple SWOS training modules including Air Warfare Missiles, Combat Systems, Introduction to Command and Control Systems, and Survival at Sea by applying consistent, structured learning design, improving learner completion and readiness outcomes.

**Information Systems Department Manager** (1995 - 2001), **Systems Analyst** (1990 - 1995), **Software Developer** (1988 - 1990), **Programmer** (1987 - 1988), **Data Support Clerk** (1986 - 1987)

Burnside-Ott, Lear-Seigler Services, Raytheon Aerospace (Naval Aviation Systems) | NAS Whiting Field

## **EDUCATION & PROFESSIONAL DEVELOPMENT**

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Completed numerous professional training courses in software development, database administration, programming languages, instructional design, and technical documentation.

**Bachelor of Science**, Computer Science | University of West Florida

## **SKILLS**

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**Documentation Delivery:** Own end-to-end documentation lifecycle, Create and maintain technical documentation, Edit and proofread technical content, Standardize documentation quality and consistency, Translate SME input into clear content, Coordinate review cycles and incorporate feedback, Maintain document versions and revisions, Maintain documentation repositories and assets, Produce SOPs and procedures, Develop user guides and manuals, Draft and edit plans, reports, and technical artifacts, Documentation governance and standards, Manage multiple documentation priorities, On-time delivery of deliverables, Translate complex technical concepts for varied audiences, Cross-functional collaboration.

**Methods and Environments:** Agile, SDLC, Requirements gathering, System analysis, Information architecture, Research and analysis, UX feedback analysis.

**Tools and Platforms:** OpenAI, Markdown, CI/CD, SQL, Database design, Scrivener, SafetyCulture, HelpNDoc, MadCap Flare, Arbortext, Microsoft Office Suite, Adobe Creative Suite, Content Management System (CMS), Version control.