

Robert Henle

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Willing to Relocate: New York, New Jersey, Massachusetts

Professional Summary

Detail-oriented Proposal and Technical Writer with 7+ years of experience in communications, technical documentation, and RFP management across technology and telecommunications industries. Skilled in translating complex technical concepts into engaging, client-ready narratives that win business. Adept at managing end-to-end proposal processes, maintaining documentation libraries, and driving brand-consistent messaging across platforms.

Core Skills

Proposal Writing | Technical Documentation | Copywriting | RFP/RFI/RFQ Management | Cross-Functional Collaboration | Content Development | Editing & Proofreading | Communication Strategy | Microsoft Office Suite | Google Analytics | UX Writing | Research & Analysis

Licenses & Certifications

Google Analytics Certification — Google

Professional Experience

Proposal Coordinator

United Data Technologies, Miramar, FL | March 2025 – Present

- Lead full lifecycle proposal development for federal, state, and commercial bids in cybersecurity services.
- Partner with SMEs, engineers, and executives to develop compliant, persuasive content that meets NIST, FedRAMP, and DoD standards.
- Manage proposal schedules, color team reviews, and version control to ensure timely, high-quality submissions.
- Maintain a centralized content library of reusable past performance summaries, boilerplate, and compliance matrices.
- Analyze post-submission feedback to strengthen win strategies and proposal efficiency.
- Support business development with capability statements and executive summaries.

Technical Writer

Verizon, Miami, FL | February 2022 – March 2025

- Produced user guides, training materials, and technical documentation for software, networks, and systems.
- Collaborated with developers, engineers, and product managers to ensure clarity and accuracy in deliverables.
- Developed and maintained a comprehensive terminology library and documentation templates.
- Created tutorials and help content improving end-user understanding and product adoption.
- Streamlined document updates and version control, improving consistency across all materials.

Content Writer

TracFone Wireless, Inc., Miami, FL | November 2017 – February 2022

- Developed and tested customer-facing content for web, SMS, IVR, and handset interfaces across all TracFone brands.
- Conducted UAT testing to ensure communication accuracy and usability.
- Audited scripts and workflows to maintain brand voice, glossary compliance, and customer clarity.
- Partnered with marketing to approve communications and ensure operational alignment.
- Improved customer experience through data-driven content refinements.

Education

Bachelor of Arts, Mass Communications & Rhetoric — Southern Vermont College, Bennington, VT

References

Available upon request