

Corey Rollins

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PROFESSIONAL PROFILE

A Senior Instructional Designer and Technical Writer, with over 10 years as a dedicated technical content professional, creating instructional materials, documentation, and multimedia learning solutions across complex technical environments. Develop comprehensive technical enablement content that accelerates product adoption, reduces support overhead, and drives measurable efficiency gains for sales teams, while increasing customer technical proficiency. Expertise translating complex technical concepts into clear, actionable content through documentation, video tutorials, and interactive learning experiences.

Proven ability to implement content strategies that have reduced onboarding times by 20%, decreased support tickets by 12%, and improved content discoverability by 25% across global audiences of 44,000+ customers.

Technology Skills, Tools & Platforms

Content Development & Design: Technical Documentation, Learning Experience Design, Content Strategy, Video Script Development, Process Documentation, Information Architecture, SCORM Implementation

Productivity & Collaboration: Microsoft Office 365 (Word, Excel, PowerPoint, Teams, Outlook, OneNote), Google Docs, SharePoint, JIRA, Confluence, Seismic LMS, Remedy Ticketing System, Slack

Design Support & Documentation: Camtasia, Audiate, SnagIt, Greenshot, API Documentation, Markdown

Web & Development Familiarity: Swagger, YAML, HTML/CSS (basic), Chrome DevTools, GitHub Workflows

Methodologies: Agile/SCRUM

PROFESSIONAL EXPERIENCE

Mimecast, Lexington, MA

01/2013 – 03/2025

A cybersecurity company renowned for cloud-based email security, archiving, and continuity solutions that protect over 42,000 organizations worldwide from threats like phishing, malware, and data loss.

Senior Instructional Designer (position impacted due to larger reorganization)

07/2022 – 03/2025

Reported to the Global Manager of Enablement. Created technical training materials, Sales Enablement courses, and documentation (FAQs, how-to guides, technical documents) for internal teams and customers. Collaborated with product and sales teams to ensure accuracy. Developed learning content that increased product adoption and reduced support needs. Maintained documentation currency as security threats and products evolved.

- Built a technical learning library that became the go-to resource for our global customers and internal teams
- Streamlined content work by using You.com and custom AI Agents for routine tasks, freeing up time for complex security documentation
- Created SCORM modules in Seismic that was highly praised by leadership for getting new hires up to speed faster
- Improved how we work with subject matter experts, getting 20% more documents approved on first review
- Reorganized our knowledge base to accommodate our expanding security product portfolio

Instructional Designer

07/2020 – 07/2022

Reported to the Global Manager of Enablement. Designed learning materials for various technical proficiency levels. Created video tutorials and documentation for complex security features. Built and maintained knowledge base structures in Confluence. Worked with subject matter experts to translate technical concepts into user-friendly content. Supported product launches with aligned documentation and training materials.

- Developed learning materials that worked for everyone from beginners to security experts using our platform
- Restructured our Confluence knowledge base, improving information findability by 25% for internal teams
- Created video guides that helped customers understand complex security features without technical jargon
- Aligned training materials with product release cycles to ensure smooth customer adoption
- Served as a bridge between engineering teams and end-users, translating technical concepts into plain language

Manager of Implementation

01/2018 – 07/2020

Reported to the Director of Professional Services NA. Led team implementing Mimecast solutions for enterprise clients. Developed customer onboarding documentation and deployment processes. Coordinated with Product Management on release readiness. Mentored team members on technical documentation best practices. Established cross-departmental knowledge sharing to improve implementation efficiency.

- Revamped the customer onboarding process, enabling clients to get up and running 15% faster
- Built a central knowledge hub that reduced repetitive support questions by 20%
- Partnered with Product Management to sync documentation with product release schedules
- Used analytics to identify and fix documentation gaps where customers were getting stuck

- Led a team of six implementation specialists while still handling key enterprise clients

Implementation Team Lead

09/2016 – 01/2018

Reported to the Manager of Implementation NA. Supervised technical implementation projects and customer deployments. Created standardized documentation architecture and troubleshooting playbooks. Developed technical handoff procedures between departments. Facilitated knowledge-sharing sessions to improve team capabilities. Collaborated with QA and Development on documenting new features.

- Designed a documentation framework in Confluence that helped new team members become productive 30% faster
- Compiled collective troubleshooting knowledge, which reduced escalations by 12%
- Improved the project handoff process, saving roughly 10 hours of admin work per project
- Ran workshops to help everyone on the team write better technical content
- Collaborated with QA and Development to document new security features from an implementation perspective

Implementation Engineer

04/2014 – 09/2016

Reported to the Manager of Implementation NA. Executed customer deployments of security solutions. Created implementation guides based on field experience. Developed how-to documentation and FAQs for customer self-service. Delivered technical training to customers on product functionality. Documented security configuration procedures used across the organization.

- Wrote implementation guides that helped 25% more customers set things up independently
- Created how-to guides that became some of the most-visited pages in our support portal
- Delivered training sessions for enterprise customers that received 98% positive feedback
- Documented security configurations that teams across the company adopted as standard references
- Anticipated recurring implementation issues and created guides to prevent them in future deployments

First Line Support Engineer

01/2013 – 04/2014

Reported to the Manager of Service Delivery NA. Resolved technical issues for customers using cybersecurity platform. Created knowledge base articles addressing common problems. Documented system performance observations that influenced product improvements. Developed standardized support procedures for the global team. Escalated complex issues with detailed documentation.

- Identified patterns in support tickets and created knowledge base articles that reduced resolution time by 15%
- Developed quick reference guides that reduced repeat inquiries by 12% across the product line
- Helped build a standardized support procedure library used by our global team
- Documented system issues that led to three major product improvements
- Improved the escalation process through better documentation templates for complex issues

Fresenius Medical Group, Waltham, MA

08/2011 – 01/2013

The world's leading provider of dialysis products and services for individuals with renal diseases, operating approximately 3,700 dialysis centers across around 40 countries, treating about 299,000 patients.

Desktop Support Specialist

- Created Windows deployment guides used by IT teams across multiple healthcare facilities
- Documented networking issues with medical devices, reducing troubleshooting time by 20%
- Maintained a 98% on-time ticket closure rate while providing thorough documentation
- Developed training materials specifically for healthcare applications
- Established documentation standards for our 24/7 support environment

U.S. Air Force Reserve, Chicopee, MA

12/2009 – 10/2016

Cyber Systems Operations Specialist

- Documented critical communications systems procedures, significantly reducing system downtime during exercises
- Created installation guides for secure enterprise software that improved deployment reliability
- Authored maintenance procedures for satellite systems that were adopted by multiple units as standard protocol
- Trained junior specialists on technical documentation practices essential for operational continuity

PROFESSIONAL DEVELOPMENT/CERTIFICATION

- **AI Content Creation Certification**, Hands-on AI Mastery Series
- **CompTIA Security+**
- **Certificate of Air Force Cyber Systems & Operations**

EDUCATION

Associates, Applied Science, Information Systems Technology, Community College of the Air Force, Montgomery, AL