

Remote Documentation & Operations Support; Technical & Administrative Writing; Process Optimization

Experienced writer and operations specialist skilled in creating clear documentation, managing workflows, and supporting remote teams. Adept at translating complex information into easy-to-follow content, maintaining data accuracy, and improving day-to-day processes. Known for reliable follow-through, meticulous attention to detail, and clear written communication that helps teams work efficiently.

Core Skills

Technical & Administrative Writing; SOPs & Training Documentation; Workflow & Process Support; Knowledge Base/Content Management; Data Accuracy & Reporting; CRM & CMS Tools (HubSpot, Zoho, WordPress, Confluence); Remote Team Collaboration (Slack, Asana, ClickUp); Audit & Quality Documentation; Accessibility/Plain-Language Writing

History/Experience:**Business and Vendor Operations Coordinator, Millington Lockwood (2025-Current)**

High-end commercial interiors serving premium brands (Herman Miller, Knoll)

- Created an order-accuracy tracking system that surfaced a 30% pre-entry error rate in incoming orders, providing leadership with new data to guide future process improvement initiatives.
- Built reusable training repository capturing key workflows, improving new-hire speed and preserving process continuity.
- Coordinate cross-functional workflows between sales and project management, aligning product orders, delivery schedules, and site logistics.

Business Proposal Consultant (Contract), The Scanning Company, LLC (2025-Current)

Digitization provider serving education and public sector agencies.

- Lead full-cycle RFP operations with 100 % on-time submissions, integrating FOIA-based and AI-driven intelligence to target high-fit opportunities and expand the bid pipeline.
- Created centralized proposal-writing repository improving consistency and compliance
- Create training materials and RFP evaluation checklists to improve team proposal quality and consistency

Technical Proposal and RFP Writer (Contract), BAFO Services, LLC (2024-2025)

Federal and state proposal development for education, workforce, and defense contracts.

- Maintain 90%+ first-pass compliance rate on multimillion-dollar proposal submissions
- Collaborate with executives and technical SMEs to develop persuasive technical narratives
- Author and edit technical proposal sections while managing proposal review processes (Pink/Red/Gold teams)

Senior Technical Writer (Contract), USERWAY, INC. (2023 – 2024)

Digital accessibility (508) compliance.

- Optimized Asana workflows for knowledge management, improving team efficiency and information access
- Managed vendor compliance documentation systems, reducing response times by 10%
- Partnered with C-suite leaders to align operational processes with enterprise client requirements

Technical Content and Policy Writer, SmartEvals, LLC (2008 – 2023)

SaaS suites for evaluations and student retention to higher education

- Developed, edited, and maintained internal policies, SOPs, and technical documentation supporting multiple business functions.
- Authored customer-facing help content, training materials, and process guides to ensure consistent, accessible communication across departments.
- Collaborated cross-functionally with engineering, customer success, and compliance teams to gather information and clarify complex concepts.
- Coordinated project timelines and content deliverables through Asana and Confluence, ensuring all materials met accuracy and accessibility standards.
- Supported audit documentation that consistently passed review with zero corrective actions.

Tools: Confluence • HubSpot • Asana • ClickUp • Google Workspace/MS Suites • WordPress • Zoho • Slack • Lucidchart