

Michael Sheleman

Certified Technical Writer | Operations Specialist

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<https://msheleman.com/portfolio/>



SUMMARY OF QUALIFICATIONS

With 16 years of experience across three unique industries, I have the robust background to develop and produce any technical documentation your company needs. I'm looking to join an operations team to help grow while mastering my technical writing skills. I love collaborative, chaotic environments and always welcome peer-delivered feedback. So if you're looking for an entrepreneurial spirit who loves to dig in and deliver resolutions, look no further; I'm here to bring out the 'amazing' in your team!

WORK EXPERIENCE

Technical & Content Writer | [Freelance](#) | Redding, California | From Oct 2020 to present

Managed knowledge database with +7,000 daily views, including establishing theme and design principles.

Translated and compiled release notes for weekly developer releases.

Created engaging and marketable content stories & blogs for clients.

Interim Operations Manager | [OnTrac](#) | Redding, California | From Aug 2020 to Oct 2020

Managed all operations for small-package facility delivering +4,000 packages daily.

Managed 12 person sort-team, including onboarding, scheduling, ADP financials, and training paperwork.

Handled two Regional Service Provider delivery teams serving +20 cities.

Operations Specialist - Rebalancer | [Motivate LLC](#) | Portland, Oregon Area | From Apr 2019 to Nov 2019

Maintained +95% availability rating across Portland Metro following operation key point indicators.

Completed daily technical documentation for bike repairs and software deployment.

Recorded and produced resolutions for customer feedback across the Portland bicycle fleet.

Product Training Specialist | [NAVEX Global](#) | Lake Oswego, Oregon | From May 2018 to Sep 2018

Integrated external Learning Management System into customer knowledge database.

Reduced customer click progression required for accessing SaaS training courses by 66%.

Co-Managed learning knowledge database for the operations department.

Self-Driving Test Operations Specialist | [Uber Advanced Technologies Group](#) | San Francisco Bay Area | From Dec 2016 to May 2018

Carried out +2,000hrs of test missions and delivered feedback/completion reports to software development teams.

Co-Developed team documentation for the creation of GIS data-gathering paths across 1,290 miles of San Francisco roads.

Built online training modules using authoring tools for training new test vehicle operators on proprietary software.

High-Rise Security Officer | Universal Services of America | San Francisco Bay Area | From Jan 2015 to Dec 2016

Completed Daily Activity and Incident Reports for security operations across three high-rise buildings.

Rebuilt S.O.P. manual to reflect modern security issues, including emerging threats such as drones & digital access-card theft.

Managed Everbridge Emergency Notification database for over 1,000 tenants.

Aviation Life Support Technician | US Army | COB Speicher Iraq - Savannah, Georgia | From Jul 2008 to Jul 2010

Administrated the Office of Life Support for 54 pilot aviation unit.

Managed all documentation for office, including SOPs, bench-stock, parts-acquisition, RMA, and brief reports to superiors.

Performed and recorded aviation unit level inspections on life support equipment.

Cataloged bench stock with 800 serial numbers and 2000 individual parts. Spearheaded operation in Iraq to reconstruct bench-stock systems and logistics after a critical failure during transport.

Apache Helicopter Repair Mechanic/Crewchief | US Army | Savannah, Georgia | COB Speicher, Iraq | Camp Humphreys, South Korea | From Jul 2004 to Jul 2010

Managed and reviewed aircraft maintenance logbooks for 18 different aircraft.

Evaluated and certified technical documentation for inspection, installation, removal, and replacement of aircraft parts.

Interpreted aircraft technical manual and repair schematics for the Apache Longbow.

Coordinated aircraft repair schedule in tandem with twenty-four other aircraft to maintain 24/7 air presence during 2008-2009 operations in Iraq.

EDUCATION

San Francisco State University | <https://www.sfsu.edu/> | From Aug 2012 to May 2014

Graduated with 3.63GPA

Shasta College | From Aug 2012 to May 2012

SKILLS

- Autonomous Vehicles Proficiency: Proficient
- Scrum Master I (PSMI) Proficiency: Proficient
- Technical Writing Proficiency: Proficient
- Google Suite Proficiency: Advanced
- Microsoft Word - Microsoft Office Applications Proficiency: Advanced
- Technical Diagram Analysis Proficiency: Advanced
- Adobe Captivate - Graphic Design Tools Proficiency: Proficient
- Electronic Component Installation & Repair Proficiency: Proficient
- Adobe Photoshop - Graphic Design Tools Proficiency: Proficient
- Asana - Project Management Software Proficiency: Proficient
- Atlassian JIRA - Bug and Issue Tracking Tools Proficiency: Proficient
- Salesforce - Cloud Platforms Proficiency: Proficient
- Trello - Project Management Software Proficiency: Proficient
- ADP PC / Payroll Proficiency: Proficient
- eLearning Proficiency: Proficient
- Office Administration Proficiency: Proficient
- Substantive editing Proficiency: Proficient
- Copyediting Proficiency: Proficient
- Proofreading Proficiency: Proficient
- SEO Copywriting - Writing Proficiency: Proficient
- Content Creation - Content Marketing Proficiency: Proficient

CERTIFICATIONS & MEMBERSHIPS

- Certified Professional SCRUM Master™ I (PSM1)

- Certified Professional Technical Communicator (CPTC™)
- Society for Technical Communications Member

JOB SEARCH DETAILS

• Categories of Interest:	Entertainment & Media, Internet & Ecommerce, Operations, Online Content, Technical Writing
• Job Types:	Employee
• Schedules:	Full-Time
• Level of Remote Work:	Any Level of Remote Work
• Start Date:	Flexible
• Availability:	Mornings, Afternoons, Weekdays
• Maximum Hours/Week:	40
• Job Flexibility Preferences:	Remote Work
• Willing to Travel:	Yes, a bit
• Career Level:	Experienced
• Highest Education Level:	Bachelor's Degree



Dangerous



Drop Bears have been rarely photographed in the wild, it's no wonder these marsupials are apart of so many legends and myths. This artist's rendition is the best representation seen so far.



The World's Deadliest Marsupial

Drop Bear

Thylarctos plummetus

Australia is known for its many dangerous and unique animals: Bull Sharks, Sydney Funnel Web Spiders, Tiger Snakes. The list is endless! Yet none of these animals compared to the rare and elusive *Drop Bear*. These tiny creatures are cousins to the Koala, but the Drop Bear craves flesh, unlike everyone's favorite herbivorous marsupial!

History

Drop Bears are thought to be an offshoot species of the modern *Phascolarctos cinereus*, more commonly known as the Koala. Their physical characteristics suggest that they have not evolved too far from their cousins, as their diet and behavior are the only two known differences between the species. Scientists and researchers suggest that Drop Bears may have come about from the destruction of the Koala's primary habitats, replacing their favored eucalyptus trees with relatively barren human neighborhoods consisting of houses and streets. Drop Bears have become more numerous in recent times due to the availability of prey, specifically the unfortunate children of tourists.

Habitat

Drop Bears are considered a common nuisance in eastern Australia; their habitats overlap many popular tourist destinations such as Sidney, Brisbane, and Melbourne. While Koalas primarily exist on preserves located just out of sight of the major cities, Drop Bears have found their home in the trees towering over neighborhood blocks.

They nestle on top leafy branches that extend out over pedestrian sidewalks, keeping an eye out on potential prey that may enter their attack range. However, the furry creatures are known to have large home ranges, with a single bear claiming territory over an entire city block of trees, making them a rare sight among humans.

SAFETY TIP

Did you know that Drop Bears are inherently afraid of the Australian accent? Stick close to your travel guides and keep children under a watchful eye. With any luck, you may never see one during your visit!

Diet

Drop Bears prefer prey similar in size to themselves; their primary diet consists of small cats, dogs, and the occasional unfortunate child. Like most predators, they sustain off protein found in the flesh and bones of their prey, replacing the herbivorous diet their predecessors once had. But unlike most ground-based predators, a Drop bear has a consumption cycle more akin to snakes, only needing to hunt and eat prey once a month. They try to hibernate the rest of the time as much as possible, conserving energy until it's time to feast again.

Hunting Tactics

Self-described in their name, Drop Bears hunt by dropping down onto their prey from above, utilizing height and the concealment of leaves to surprise their victims with a vicious attack of claws and teeth carried over from their Koala lineage. As these bears are nocturnal, they primarily hunt at night, allowing them to drag their prey out of sight before a wandering eye may notice. Australian locals warn tourists to keep their children in check because you never know when the Drop Bear may choose to make you its next snack!



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in: Patch Notes

Patch Notes: v.079

[EDIT](#)

COMMENTS (2)

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Magic Survival Update v.079 [edit](#) [edit source](#)

Next Patch Notes (v0.794) →

Release Date: 2021-05-10

User Interface [edit](#) [edit source](#)

- **Area UI and Journal conditions reorganized**
 - Unified conditions for unlocking journals in all areas by using survival time.
 - Players may see their unlock progress when entering the zone window.
 - The number of unlockable diaries for each district has been set to two.
- **Situation Record:** is the new primary way for unlocking the next area and rewarding points to the player.
- **Experiment Record** grants additional challenges for players, rewarding more points for completing harder challenges.
- If you follow the settings above, the number of journals remains, so the journal will be changed to a new area.



Zones [edit](#) [edit source](#)

New Zones [edit](#) [edit source](#)

- **Academy**
 - Opened when the first journal of the arboretum is acquired.
 - Player starts at Lv 20, but it costs 1000 points to enter.
 - Points, skill acquisition amount +70%
- **Power Plant**
 - Unlocked when you earn the first journal from the Academy.
 - Points, skill acquisition amount +100%



Recent Wiki Activity

Subject
TetraBor · 14 hours ago

Classes
TetraBor · 14 hours ago

Transmutation circle
TetraBor · 14 hours ago

Magic Fusion
TetraBor · 15 hours ago

Magic Survival
TetraBor · 15 hours ago

Popular Pages

Patch Notes: v.079

Magic

Skill

Classes

Spirit

How to protect yourself from **COVID-19**



Clean Hands Save Lives

Step 1 Wet Hands under water

Step 2 Apply soap and rub hands together

Step 3 Spread soap lather over the backs of hands

Step 4 Make sure soap gets between fingers

Step 5 Grip fingers on each hand

Step 6 Clean the thumbs

Step 7 Press fingertips into palm of hands

Step 8 Dry thoroughly with a clean towel

Know How It Spreads
Covid-19 spreads mainly through person-to-person contact, or when someone sneezes or coughs within 6 feet of others.

Stay at Home
Keeping distance is especially important when pregnant. Remember, some people without symptoms can still spread the virus.

Cover Your Mouth
Cloth face covers protect others in case you are infected, and protects others from infecting you!

Keep it Clean
Covid-19 can last on surfaces for up to 5 days, disinfect doorknobs, counters, phones, desks, lightswitches, and faucets on a daily basis!

Pregnancy Safety

- Mother to child transmission during pregnancy is unlikely, but after birth a newborn is susceptible to infection.
- Covid-19 has not been detected in breast milk*, breast milk provides many protections against illnesses and is the best source of nutrition for infants.

*Based on limited studies according to the CDC.
Guidelines provided by the CDC. For more info visit www.cdc.gov.

Want More Info?
Visit www.cdc.gov/coronavirus for the latest updates and guidelines.

Guidelines provided by the CDC. For more info visit www.cdc.gov.
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