AH

(801)-822-2199   an.humes@gmail.com   LinkedIn

ADAM HUMES

Technical Writer

EDUCATION

BA in English; Minor in Technical Comm
Utah Valley University

Bachelors in Software Development (In progress)
BYU Idaho (online)

CERTIFICATES

Certificate in Web and Computer Programming
BYU-Idaho

3 Certificates in API Technical Writing
Udemy

SKILLS

Proficient in customer service. Microsoft Word, PowerPoint, Excel, SharePoint, Jira, MasterControl, ZenDesk, Salesforce, Lucidchart, Python, JavaScript, SQL, HTML, CSS.

INTERESTS

Reading a ton!! AKA research. Writing. Watching bad movies. Playing the cello.

EXPERIENCE

PROCESS TECHNICAL WRITER
Pantheon Data – Remote   *April 2025 – May 2025*
- Prepared to support Chief Naval Personnel and BBA (Navy cancelled the project and the team was eliminated, but Security Clearance is still in progress).
- Trained in building websites using Salesforce.
- Trained in diagramming in Lucidchart.

TECHNICAL WRITER
Pharma Resource Group – Remote   *Feb 2023 – Feb 2025*
- Reviewed, rewrote, edited, and formatted client documentation including SOPs, WIs, job aids, and forms.
- Received and processed critiques from supervisors and clients.
- Created quality documentation while adhering to strict standards.
- Managed multiple Process Group's document flow.

TECHNICAL WRITER (Contract)
Thermo Fisher Scientific – Logan, UT   *April 2021 – Dec 2022*
- Created, updated, and maintained work instruction documents, form control documents, troubleshooting guides, flowcharts, and process qualification documents for in-house manufacturing processes.
- Wrote, edited, and produced help videos.
- Prepared and reviewed documentation for proper signature approval.

TECHNICAL WRITER (Contract)
Medical Informatics Engineering – Remote   *Aug 2020 – April 2021*
- Transferred documentation between platforms.
- Created internal infographics.
- Wrote, edited, and produced help videos.
- Updated and maintained current documentation.

DOCUMENTATION SPECIALIST
Vexcel Imaging (formerly Geomni) – Lehi, UT   *Apr 2018 – Jul 2020*
- Created user guides for new customer front-facing software and other customer-facing documentation.
- Created technical documents for internal stakeholders and external customers using ZenDesk, Confluence, and JIRA.
- Maintained customer portal with updated documentation.
- Created automated emails, API's, white papers, and certification programs.
- Created custom user guides for specific customers.

OPERATIONS LEAD
Utah Valley Convention Center – Provo, UT   *Jul 2013 – Apr 2018*
- Oversaw the set-up and take down of all events while managing and training over 10 employees.
- Maintained the crew schedule with up-to-date information on all events.