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LinkedIn

# ADAM HUMES

*Technical Writer*

## 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.

## 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.