Kenneth Gulotta

New Orleans LA • 504-251-2137 • kgulotta@gmail.com • gulotta@kennethgulottatechwriter.com

Experience

Technical Writer and Designer   1993 – present

Description

Technical writer, designer, and manager with graphic and UX design skills plus over twenty-five (25) years of experience spanning multiple fields, including hardware, software, SaaS, PaaS, IT support, engineering, mechanics, medicine, education, and cloud systems.

Employers

- Multiple freelance clients, including researchers in the Tulane University Chemical and Biomolecular Engineering Department
- The Office of Personnel Management (OPM), Washington DC
- Axiom Resource Management, Falls Church, Virginia
- The University of New Orleans and Textron Marine and Land Systems, New Orleans, Louisiana
- CCI/Triad, Synthesys Technologies, the Texas State Comptroller, and Century Design, Austin, Texas

Skills

Category	Capabilities
Tools and Systems	- Adobe Creative Cloud (including InDesign, Illustrator, Photoshop, Acrobat, and Animate) and Captivate - SharePoint, Drupal, WordPress, GitHub, and SEO - Unix/Linux, HTML, CSS, Python, JavaScript, Git, and Markdown - Microsoft 365 (all tools, including Teams) - AI and LLM prompt engineering
Training and Certifications	- University of Maryland Robert H. Smith School of Business: AI and Career Empowerment Certification - HubSpot Academy: Content Marketing Certification - LinkedIn Learning: Creating Technical Documentation with GitHub - PMI: Fundamentals of Predictive Project Management

Tasks

- Design, develop, and write manuals, textbooks, quick guides, marketing materials, policy guidelines, style guidelines, articles, scripts, interactive installation media, and other documentation for multiple audiences, including system administrators, clients, staff, and the public.
- Configure documents for compliance with Section 508 accessibility requirements.
- Develop supplemental materials to incorporate into documentation projects, including illustrations; animated tutorials; interactive forms using JavaScript and FormCalc, and interface microcopy.
- Perform graphic design, UX design, instructional design, and project management.
- Design, create, and maintain repositories and "virtual service" sites using SharePoint and similar tools.
- Participate in proposal development, coordinating activities with proposal team members.
- Supervise writing teams and participate in hiring and training.

Achievements

- Promoted from Technical Writer to Technical Lead within one year at Axiom Resource Management.
- Oversaw documentation tasks for five (5) major textbook projects, acting as the main client contact.
- Provided documentation to over five thousand (5,000) OPM users as well as additional supporting staff.
- Instituted Section 508 accessibility standards in more than one thousand (1,000) OPM user documents, including manuals, quick guides, communications, and interactive items such as forms and tutorials.
- Drafted and edited proposals that won three (3) renewals of the OPM Help Desk contract and a new contract for a Peace Corps Service Desk.

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Experience   *(continued)*

English Instructor   1998 – 2005

Description

Developed and taught more than twenty (20) classes that covered multiple topics, including surveys of the novel, the short story, and American literature, as well as tailored courses in beginning and advanced writing. Promoted from Teaching Assistant to Assistant Instructor after one year and from Assistant Instructor to Adjunct Instructor three years later.

Employer

Tulane University, Department of English, New Orleans, Louisiana

Education

Tulane University, New Orleans, Louisiana   1998 – 2008
- **Ph.D.** in English, May 2008
- **Dissertation:** "Down from Italy: The Fall and Rise of Italian American Fiction"
- **Honors:** Winner of the Richard P. and Jean A. Adams Teaching Award

The University of Texas, Austin, Texas   1986 – 1990, 1991 – 1993
- **M.A.** in English, Creative Writing Program, May 1993
- **Master's Thesis:** "Gray Movements," a novel
- **B.A.**, Plan II Honors Program, English Concentration, May 1990
- **Senior Thesis:** "Wooden Swords, and Other Stories"
- **Internship:** Reporter for *The Austin Light*
- **Honors:** Dean's List and Poetry Prize in the Department of English Writing Contest

Publications

Fiction

Published in more than twenty (20) national and international journals, including *Queen's Quarterly*, *Cottonwood*, and *Red Rock Review*. For information, see my creative writing site at www.kennethgulotta.com.

Criticism

"Transforming Interest: How to Teach Students to Write About Italian American Culture"—*Italian Cultural Studies 2002*. VIA Folios, 36. Bordighera Press.

Websites and Portfolios
- For my LinkedIn profile, go to www.linkedin.com/in/kenneth-gulotta-technical-writer
- For my technical writing website and portfolio, go to https://kennethgulottatechwriter.com/
- For my GitHub portfolio repository, go to https://github.com/kgulotta/Kenneth-Gulotta-Portfolio

Languages

Italian (professional working proficiency) and Latin (reading proficiency)

Additional Interests
- Classical guitar
- Drawing and painting
- Martial arts (second-degree black belt in Shotokan karate)