

Kenneth Gulotta

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Experience

Technical Writer and Designer

1993 - present

Description

Technical writer, designer, and manager with over twenty-five (25) years of experience spanning multiple topics, including hardware, software, virtual applications, SaaS, PaaS, IT support, mechanical systems, medicine, and education.

Employers

- The Office of Personnel Management (OPM), Washington DC
- Axiom Resource Management, Falls Church, Virginia
- Textron Marine and Land Systems, New Orleans, Louisiana
- CCI/Triad, Synthesys Technologies, the Texas State Comptroller, and Century Design, all of Austin, Texas

Skills

Category	Capabilities
Tools and Systems	<ul style="list-style-type: none">• Adobe Captivate and Creative Cloud (including InDesign, Illustrator, Photoshop, Acrobat, Dreamweaver, and Animate)• SharePoint, Drupal, and WordPress• Python, HTML, JavaScript, and UNIX• Microsoft 365 (all tools, including Teams)
Training and Certifications	<ul style="list-style-type: none">• HubSpot Academy: Content Marketing Certification• LinkedIn Learning: Creating Technical Documentation with GitHub• PMI: Fundamentals of Predictive Project Management• ITPRO: Microsoft Azure Fundamentals• GSSU: Project Management Fundamentals; JavaScript Language Basics; and JavaScript Objects and Object-Oriented Programming

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 graphics and illustrations; animated tutorials; and interactive forms using JavaScript and FormCalc.
- Perform UX research and design as well as related tasks such as application design, instructional design, error detection, 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.
- Provided documentation to over five thousand (5,000) OPM end users as well as additional supporting staff, making the Help Desk a resource that was valued agency-wide by departments and officials.
- Instituted Section 508 accessibility standards in OPM user documentation, configuring three (3) knowledge management sites and more than one thousand (1,000) 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.

Technical Writer and Designer

(continued)

Portfolio

See my GitHub portfolio repository at <https://github.com/kgulotta/Kenneth-Gulotta-Portfolio>

English Instructor

1999 – 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. Focused on providing students with skills to write in academic and professional settings.

Employer

Tulane University, Department of English, New Orleans, Louisiana

Education

TULANE UNIVERSITY, New Orleans, Louisiana

Ph.D. in English, May 2008

Dissertation: "Down from Italy: The Fall and Rise of Italian American Fiction"

THE UNIVERSITY OF TEXAS, Austin, Texas

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*.

Criticism

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

Languages

Italian and Latin (reading proficiency)

Additional Interests

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