

Mark Elrod

Technical Writer

melrod8@gmail.com

Technical Skills

Microsoft Outlook • PowerPoint • Word • Excel • Adobe Framemaker • Git/Github • HTML • CSS • Python • VBA

Professional Skills

Communication • Problem Solving • Project Management • Leadership • Attention to Detail

Professional Experience

Amazing Escape Room

Shift Manager Jan 2023 – Dec 2023

Game Master Dec 2022 – Jan 2023

- Was mentioned by name in 500+ 5-star reviews for excellent customer service.
- Wrote, edited, and maintained instructional documentation to assist staff with training, escape room operation, and customer interaction.
- Managed each element of the customer experience workflow: welcome and introduction, game play, wrap up, and room reset, balancing both a positive experience and a tight time schedule.
- Collaborated with cross-functional teams to brainstorm, implement, and refine improvements to rooms, bringing rooms' escape rates up to corporate's desired 25% success rate.
- Ensured procedural compliance among team members so that we delivered consistently positive customer experiences.

Bloc/Thinkful

UX Design Apprentice Jun 2019 – Apr 2020

- Coded webpages for clients using HTML and CSS. Managed all source files in GitHub.
- Created 100+ diagrams, flow charts, and other job aids to document the research-driven design decisions.
- Coordinated weekly meetings with senior staff to review project progress and identify areas for improvement.

Technical Writers Inc.

Technical Writer Jan 2015 – May 2019

- Documented and edited detailed operational, maintenance, and installation procedures for complex medical products, primarily Agilent mass spectrometers and gas chromatographs.
- Enhanced written content by creating, troubleshooting, and implementing 300+ HTML-based help pages, 50+ hours of video instructions, and 100+ diagrams and illustrations.
- Worked closely with Agilent R&D, marketing, and post-launch support teams to ensure the accuracy of all documentation, help pages, diagrams, and instruction videos.
- Prepared documents and presentations and conducted stakeholder presentations for client planning meetings.
- Developed multilingual (English, Chinese, Japanese, Russian) interactive training modules using Articulate Storyline for Agilent OpenLAB software.

Education

University of Delaware — BS: Mechanical Engineering May 2014

Minors: Mathematics, Biomechanical Engineering