Mark Elrod
Technical Writer

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Education/Awards

Bloc/Thinkful — Certificate of Completion: UX Design   May 2019 – Apr 2020
- Created user-friendly content for apps, websites, surveys, and tests while learning applications of the iterative design process.
- Created webpages using HTML, CSS, JavaScript, Git, and Github while adhering to modern accessibility standards.

University of Delaware — BS: Mechanical Engineering   Aug 2010 – May 2014
- Minors: Mathematics, Biomechanical Engineering
- Coursework included Python, Microsoft Office, design processes, problem solving.

Eagle Scout (Boy Scouts of America)— Nov 2009, **Professional Technical Writing Certification** (Ugur Akinci)— June 2024, **API Documentation** (JPDocu School of Technical Writing)— June 2024

Misc. Coursework

Madcap Flare Introductory Training, Professional Technical Writing, API Documentation, AI

Professional Experience

Amazing Escape Room
Shift Manager   Jan 2023 – Dec 2023
Game Master   Dec 2022 – Jan 2023
- Wrote, edited, and maintained instructional documentation to assist staff and management with training, escape room operation, and customer interaction, decreasing training time for new hires by 50%.
- Received 400+ 5-star reviews for excellent customer service over a 6-month period., exceeding corporate's goal of 300.
- Managed each element of the customer experience workflow: welcome and introduction, game play, wrap up, and room reset, balancing a positive customer experience against tight time constraints.
- Collaborated with cross-functional teams to brainstorm, implement, and refine improvements to rooms, bringing rooms' escape rates in line with corporate expectations.

Penny Arcade Inc.
Zone Lead   Dec 2023 – Present
PAX Enforcer   Dec 2019 – Present
- Led a team of enforcers to address 120+ exhibitors' needs by allocating the limited available resources to assist in solving the problems each team member was facing in a fast-paced environment.
- Conducted performance reviews with team members and upper management to assess enforcers' assignment suitability and how to best use each enforcers' talents to ensure attendees and exhibitors alike had the top-tier experience PAX is known for.

Technical Writers Inc.
Technical Writer   Jan 2015 – May 2019
- Used Adobe Framemaker and Microsoft Word to document and edit detailed operational, maintenance, and installation procedures for clients, helping to ensure repeat business due to the deliverables' timeliness and quality.
- Enhanced written content by creating, troubleshooting, and implementing 300+ HTML-based help pages, 50+ hours of video instructions, and 100+ diagrams and illustrations, increasing the accessibility of the documentation.
- Worked independently and within teams to create documentation within the clients' timelines and budgets.
- Translated technical concepts into easy-to-understand language for non-technical audiences by collaborating with R&D, marketing, and post-launch support teams to ensure the instructions reduced customer reliance on client support teams.
- Developed multilingual (English, Chinese, Japanese, Russian) interactive training modules using Articulate Storyline to teach audiences how to use Agilent's OpenLAB software, increasing its domestic and international marketability.

Technical Skills

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