

Theodore “Ted” Harrison, MA

Email: tedharrison2013@gmail.com

Phone: +1-757-416-8760

Washington, DC 20002

EDUCATION

Georgetown University,
Washington, DC
August 2019 - May 2021

Master of Arts (MA)
*Communication, Culture, and
Technology*

Virginia Military Institute,
Lexington, VA
August 2009 - May 2013

Bachelor of Arts (BA)
History

PROFICIENCIES

- Microsoft Word
- Adobe FrameMaker
- Madcap Flare
- Markdown
- HTML
- XML
- DITA
- Microsoft Office Suite
- Adobe Suite

KEY SKILLS

- Technical Writing
- Editing
- Proofreading
- Knowledge Management
- Team Management

PROFESSIONAL EXPERIENCE

Technical Writer – Business Operations

Gradient-Zero, August 2022 – March 2023

- Developed and standardized the company's technical writing and knowledge management processes.
- Lead writer for user manuals, quick start guides, and product capabilities reports.
- Standardized templates for product and user documentation.
- Coordinated research on innovations in the industry to produce knowledge articles for senior executives.
- Built relationships with subject matter experts and documented their knowledge.
- Visualized workflows in support of the Business Operations team to help thoroughly document business processes.

Technical Analyst – Applied Research and Development

Gradient-Zero, July 2021 - August 2022

- Lead author on 10 technical reports and 20 technical notes.
- Delivered on time, in budget reports within their intended scope, timeframe and funds.
- Partnered with stakeholders to plan and execute technical studies and reports.
- Set expectations, established timelines, and maintained clear communication with clients throughout the project lifecycle.
- Identified and allocated necessary resources for each technical report and technical note by coordinating with internal teams and external vendors.
- Developed scope of reporting and led team to perform analysis of technology trends, technologies, and applications of various business segments identifying key aspects relevant to client and stakeholder requirements.

Infantryman (11B) – Multiple Positions and Locations

United States Army, September 2014 – September 2019

- Supervised and led a squad of nine soldiers, educating and applying hands-on training for them to succeed in military operations and tasks.
- Led and supervised soldiers during weapon qualifications resulting in a 100% qualification rate and 17 out of 18 soldiers qualifying as experts.