

# Bret Townsend

Decatur, GA 30034 | 404-500-7953 | [brettownsendbiz@gmail.com](mailto:brettownsendbiz@gmail.com) | [LinkedIn](#) | [Portfolio](#)

## Technical Writer | Documentation Specialist | Content Editor

### EMPLOYMENT HISTORY

#### Chief Strategist | SavvyPro Freelance, LLC | 2016 – Present

- Conducts needs analysis to identify process and knowledge gaps within client organizations; Analyzes results from audits to inform decision-making and create action plans, project timelines, how-to-guides, checklists, and standard operating procedures
- Designs and delivers customized learning solutions, such as training curriculums, workshops, learning modules, and consulting sessions, using a variety of adult learning methodologies and technologies
- Creates a variety of training content to implement eLearning tools that include eBooks, checklists, digital guides, and process manuals
- Develops, implements, and trains clients on content management systems, document revision control, and product tracking

#### Training Officer & Instructor (*Active Reservist*) | U.S. Navy | 2009 – Present

- Creates unit-level long-range training plans by assessing the training needs of the unit based on the current readiness data reports
- Develops and implements use of all unit-level how-to manuals, quick reference guides, and workflows for cohesiveness and continuity between leadership rotations
- Authored 100-page classified Standard Operating Procedures manual for command use in real-world high-risk implementation for day-to-day and crisis response reference

#### Instructional Content Writer | Synergis - Healthcare (Contract) | 100% Remote | 2022 – 2023

- Researched, outlined, wrote, original copy and edit content for a range of healthcare topics and employee training materials
- Edited existing instructional content, working closely with various departments to understand project requirements and make updates. Also wrote original copy and edited content for a range of healthcare topics and employee training materials
- Coordinated with subject matter experts to discuss high-level concepts, develop, organize and write training curriculums
- Performed quality reviews on learning materials, ensured compliance with style guidelines and made edits to improve writing clarity

#### Curriculum Specialist | CSI Tech - Fintech (Contract) | 100% Remote | 2021 – 2022

- Developed, proofread, and copyedited communication, education, and training materials including facilitator guides, PowerPoint presentations, handouts, and job aids; Incorporated audience-appropriate language and style consistency
- Regularly facilitated user-specific Salesforce training sessions across functional departments within the company; Edited and reformatted 85 + How-to guides for migration from the legacy repository to the new Salesforce Knowledge repository
- Trained employees on updated software changes that were documented during product migration

#### Manager, Learning & Development | TalentPath (Special Project) | 75% Remote/ 25% Travel | 2019 – 2020

- Managed a team database of student progress and report card elements to track learning status of 40 + learning staff
- Monitored system updates and changes to apply updates to 40+ documents and guides throughout the release process
- Gap Analysis: Conduct a thorough review of existing documentation to identify gaps and areas requiring additional information or clarification and made necessary edits
- Version Control: Implemented tracking processes to monitor document revisions and maintain an organized record of changes

#### Implementation Specialist & Technical Trainer | Rollins, Inc. | 50% Remote/ 50% Travel | 2013 – 2017

- Wrote, proofread, and edited technical documentation in support of new software usability, which included creating customer-facing materials on software processes for job aids and workforce planning
- Collaborated with product management team and cross-functional groups to develop training guides and documentation for software implementation processes generating \$30M in revenue
- Compliance: Ensured that all documentation aligned with company guidelines and expectations, addressing the needs of internal employees as the primary audience
- Independently initiated and maintained knowledge base for 200 + How-To Guides, Facilitator Guides, and PowerPoints; Maintained a change management log to drive accountability, transparency, and continuous improvement
- Initiated and introduced document continuity and database creation concepts by owning the tasks of technical writing and information dissemination for teams of up to 70 members

### TECHNICAL SKILLS

Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, SharePoint), Salesforce, SAP, Google Suite, Zoom Enterprise

Government Clearance Level: Secret

### AREAS OF EXPERTISE

Instructional Design | User Training Guides | Project Management | LMS | Content Development | Proofreading | Editing | Analysis | Training & Development | Cross-Functional Team Leadership | Adult Learning | eLearning Tools | Technical Writing