

# Miss Bret Townsend

Atlanta, GA | Type: Remote | 404.500.7953 | [brettownsendbiz@gmail.com](mailto:brettownsendbiz@gmail.com) | [LinkedIn](#) | [Portfolio](#)

## Technical Writer | Documentation Specialist | Content Editor

Detail-oriented, collaborative Technical Writer and Documentation Specialist with 15+ years of experience creating clear, concise, and user-friendly documentation across SaaS, healthcare, military, corporate, and nonprofit sectors. Known for strong communication skills and a strategic mindset, adept at translating complex concepts into actionable content and leading documentation initiatives that improve operational clarity. Self-taught and resourceful, with a strong attention to detail, independent problem-solving ability, and proven adaptability across fast-paced environments. Experienced in managing large-scale documentation projects, developing knowledge bases, ensuring compliance, and aligning with cross-functional teams to drive consistent outcomes.

### CORE PROFICIENCIES

- **Writing & Documentation:** SOPs | Technical Manuals | Compliance Materials | Style Guides | Knowledge Base Articles
- **Editing & Content Management:** Copyediting | Proofreading | Version Control | Document Management Systems
- **Training Support:** Job Aids | Instructor Guides | Reference Materials | Process Documentation
- **Project Coordination:** Stakeholder Collaboration | Revision Tracking | Workflow Development
- **Tools & Technology:** Microsoft Office Suite | SharePoint | Salesforce | LMS Platforms | Google Workspace | Zoom

Government Clearance Level: Secret

### CAREER HIGHLIGHTS

- Authored and deployed 85+ user guides during a Salesforce migration for a FinTech SaaS company, reducing user onboarding time by 30%.
- Developed and managed knowledge base documentation, SOPs, and compliance training materials across multiple sectors.
- Created over 30 customized technical manuals, playbooks, and reference guides for small business clients through SavvyPro Freelance LLC.
- Led the documentation and editing of healthcare training content to meet regulatory standards and enhance user clarity.
- Directed SOP creation and curriculum design for U.S. Navy training operations, supporting readiness for over 150 personnel annually.

### RELEVANT EXPERIENCE

#### DOCUMENTATION CONSULTANT | SavvyPro Freelance, LLC | 80% Remote | 2016 – Present

- Write technical documents, handbooks, and guides to support client SOP development and operational continuity.
- Create tailored manuals and how-to resources for remote learning, customer support, and internal systems.
- Oversaw revisions and document lifecycle tracking for client deliverables.
- Standardized tone and style across diverse documentation assets to align with brand and compliance goals.

#### TRAINING OFFICER & INSTRUCTOR (*Active Reservist*) | U.S. Navy | 2009 – 2025

- Authored technical documentation for Navy SOPs, emergency response plans, and classified operations guides.
- Produced scenario-based materials and tactical readiness reports for leadership planning.
- Managed document dissemination and control across unit training operations involving 150+ sailors.
- Reviewed and updated documentation in accordance with federal standards and operational demands.

#### PROGRAM MANAGER, TRAINING | Community Leadership Fellows | 75% Remote | 2024 - 2025

- Led the development of all written curriculum and documentation for a 5-Year nonprofit leadership training program.
- Authored onboarding guides, alumni training resources, and internal planning documents used across departments.
- Created participant workbooks, SOPs, and process maps to standardize and improve program consistency.
- Designed templates and formatting standards for program communications, ensuring visual cohesion and accessibility.
- Coordinated stakeholder review cycles for documentation updates, managing version control and final approvals.

#### INSTRUCTIONAL CONTENT WRITER | Synergis - Healthcare (Contract) | 100% Remote | 2022 – 2023

- Developed healthcare training content and reference materials for employees and managers across departments.
- Edited and proofread internal documents, ensuring compliance with industry standards and visual consistency.
- Partnered with SMEs to interpret technical language into accessible copy.
- Managed end-to-end content creation, including research, development, formatting, and LMS integration.

#### CURRICULUM SPECIALIST | CSI Tech – FinTech SaaS (Contract) | 100% Remote | 2021 – 2022

- Managed Salesforce training efforts across departments and documented platform workflows during product migration – Authoring 85+ user guides in the process.
- Developed, proofread, and/or copyedited communication, education, and training materials including facilitator guides, PowerPoint presentations, handouts, and job aids; Incorporated audience-appropriate language and style consistency.
- Designed and developed high-quality, scalable learning experiences in collaboration with department stakeholders and subject matter experts to facilitate technical training to internal customers.
- Supported detailed needs assessments and requirements-gathering with subject matter experts to determine learning needs and develop outlines, scripts, and storyboards for online and face to face courses.

**MANAGER, LEARNING AND DEVELOPMENT** | Genuent/TP (Special Project) | 75% Remote/ 25% Travel | 2019 – 2020

- Managed a team database of student progress reports, rubrics, and report card elements to track learning status of 40 + learning staff.
- Monitored and entered student status updates and changes into 20+ documents, guides, and data trackers throughout their learning cycle.
- Gap Analysis: Conducted 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

**TECHNICAL WRITER DOCUMENTATION LEAD** | Rollins, Inc. | 50% Remote/ 50% Travel | 2013 – 2017

- 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
- 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.
- 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.

**EDUCATION | EXPERIENCE LEVEL**

**EDUCATION** – Some College

- Illinois State University | Normal, IL | 2003 – 2004