

Mark R. Bradley

Remote Technical Writer | Documentation Specialist | AI-Assisted Content Developer

Columbus, OH | Remote | (614) 327-1898 | markrbradley1@gmail.com | Portfolio: <https://bradleyconsultingoh.io>

Professional Summary

Senior technical writer with 20+ years of experience creating software documentation, user guides, SOPs, API support materials, process documentation, training manuals, online help, and knowledge assets for enterprise, telecom, cybersecurity, healthcare, government, and technical teams. Over the past several years, made a deliberate professional transition into independent, remote-ready content development, modernizing and expanding technical writing and instructional design skills through AI-assisted documentation, digital publishing, video-based training, and turnkey website development.

Core Skills

- Technical documentation, SOPs, user guides, quick-start guides, knowledge base articles, reference manuals
- API/interface documentation, functional requirements, use cases, release support documentation, onboarding materials
- Process mapping, workflow diagrams, editing, proofreading, content restructuring, standards and style consistency
- AI-assisted documentation workflows using ChatGPT, Claude, Gemini, Grok, Manus, Gamma, Google NotebookLM, Google AI Studio
- Microsoft Word, Microsoft 365, SharePoint, Visio, Adobe Technical Communication tools, Snagit, Camtasia, WordPress
- Remote collaboration with SMEs, developers, QA, project managers, trainers, and business stakeholders

Selected Professional Experience

Independent Documentation & AI Content Projects | Remote | 2023-Present

- Develop AI-assisted documentation samples, portfolio assets, workflows, job-targeted content, and video-based instructional support materials.
- Create and refine SOPs, quick-start guides, knowledge articles, training scripts, presentation content, and conversion workflows from transcripts, rough notes, and prompt-driven drafts.
- Use ChatGPT, Claude, Gemini, Grok, Manus, Gamma, Google NotebookLM, Google AI Studio, and Microsoft tools to accelerate research, drafting, editing, and formatting.

Ohio Department of Developmental Disabilities | Technical Writer & Instructional Designer | 2021-2022

- Developed internal communications and instructional materials for diverse internal audiences.
- Translated complex information into accessible content using structured documentation and agile-style collaboration.
- Supported documentation and training efforts in a process-oriented environment.

Smart Inbox Income, Inc. | Instructional Designer / Digital Content Developer | 2018-2021

- Created course content, promotional materials, and structured instructional assets using Adobe Premiere Pro and Articulate 360.
- Supported digital content production, web-facing messaging, and learner-focused material design.

Selected Technical Writing Background | 2010-2018

- Battelle - project documentation, CBT criteria, storyboards, learning support materials, and needs-analysis documentation.

- Ohio Department of Education - EDSTEPS program documentation, workflow diagrams, SME coordination, meeting synthesis, and template development.
- Nationwide Insurance - cybersecurity process and procedure documentation for Security Intelligence, SOC, Cyber Defense, Vulnerability Management, and Attack & Penetration teams.
- Ventech Solutions / Ohio Attorney General - API/interface documentation, XML mapping tables, user guides, operations manuals, and interface control documents.
- OEConnection / Online Resources - functional requirements, use cases, API support documentation, and user guides.

Additional Technical Writing Foundation | 1998-2010

- Senior and technical writing roles with Honda, ECI Telecommunication, Keithley Instruments, Verizon Wireless, and Lucent Technologies.
- Produced large-scale manuals, online help, reference guides, SharePoint documentation, training videos, and software support content.

Tools & Platforms

- AI / Research: ChatGPT, Claude, Gemini, Grok, Manus, Gamma, Google NotebookLM, Google AI Studio
- Documentation: Microsoft Word, Microsoft 365, SharePoint, Visio, Adobe RoboHelp, FrameMaker, Acrobat, Snagit
- Media / Support: Camtasia, Adobe Premiere Pro, Captivate, WordPress

Education

Bachelor of General Studies | Major: General Studies | Minor: Computer Science | Kent State University, Kent, Ohio | Graduated 1995 | GPA: 3.5