



G. James Mitchell
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Summary

Technical writer bringing a business and marketing background with fundamental coding skills to engaging documents with vital information and comprehensive reports. Open to relocate.

Highlights

- Summa Cum Laude, Honors Society Member, and recipient of Academic Achievement Award
- Keen understanding of software documentation, DITA, FrameMaker, and instructional content
- Accurately recording and organizing communications amongst software change management
- Published works in the *City Tech Writer 2018* and *First Year Companion 6th Edition*

Education

New York City College of Technology, CUNY
Bachelor of Science in Professional & Technical Writing

Brooklyn, NY
12/2019

Experience

Freelance Web Designer – Design and develop web content

03/2020 - Present

Southern Telecom

Brooklyn, NY

Jr. Technical Writer – Design instructional materials

08/2019 - 03/2020

- Design and create documents for consumer electronics by collecting factory manuals, line art, and testing products to assemble user guides and copywriting materials.
- With Adobe Illustrator and Photoshop, create visual diagrams, vector art, and iconic instructions that describe functions, processes, and procedures.
- Test finished product against collected materials, and correct remaining discrepancies.

CUNY Central Office Internship:

New York City, NY

Jr. Editor – Proof, edit, and compose SharePoint docs for knowledge base

01/2019 - 05/2019

- Label, tag, and edit HTML of instructional materials for easy public access in searchable files
- Design and create instructional documents for SharePoint project knowledge base.

New York City College of Technology

Brooklyn, NY

Technical Writing Student – Specializing in Computer Science

09/2017 - 12/2019

- Technical Projects: Java, Python, HTML, and SQL programming
 - Project management over proposal of web tutorial platform
 - Frontend website design of multiple businesses using HTML, CSS, & JavaScript
- Writing Projects
 - Research based instructions developed in technical report: “LinkedIn for Career Development”
 - Guided video and screen capture tutorial demonstrating eCommerce (Adobe Captivate)

Advantage Technical Resourcing

Sacramento, CA

Technical Recruiter – Onboard contractors and update SAP records

04/2012 - 09/2018

- Analysis of client/ project needs and technical writing of marketing and business documents
- Edit and record digital documents with applicant data after interviewing
- Communicate change management of HR policies and employee data amongst team
- Fulfill resource requests and record agreements in active business SAP records