

Laurel, MD, United States, 20723

avery.ford@aford.online

(207) 496-8200

AVERY FORD

TECHNICAL WRITER

PROFESSIONAL SUMMARY

Documentation management specialist with two years of experience looking to join your company's technical writing team. In my experience as a technical writer, I have headed factions of documentation projects and developed documentation SOPs for a premier IT company. My essential abilities include adaptability, research, excellent writing expertise, and keen organizational skills. Please visit my website, aford.online, for a more comprehensive view of my skill set.

SKILLS

Documentation Management

SOP Development

Project Coordination

Technical Writing

Quality Assurance

Clinical documentation

MSP-centric documentation

Web Design

Research

Editing/ Proofreading

Account Administration

Staff Training Guides

Cross-Functional Project Planning

Software Documentation

Product Documentation

SME Interviewing

Microsoft Office Products

EMPLOYMENT HISTORY

JUL 2022 - PRESENT

Service Desk Coordinator, ProviNet Solutions, Tinley Park, IL (Remote)

- Provided multi-tier technical support to end-users in healthcare and administrative industries, working closely with third-party clients for support and escalations.
- Handled account administration work for end-users, customer experience liasons, and team members.
- Managed the internal service desk's knowledge base system by editing, proofreading, creating, and managing SOPs, troubleshooting manuals, and metric reports.
- Performed quality assurance work on existing and onboarding internal documentation.
- Participated in client meetings and interviewed subject matter experts to discuss advanced programs/software and translate them to clear documentation for internal and vendor staff.
- Performed quality assurance work by creating the company's document templates and ensuring staff compliance with my mandated style guides.
- Supported internal technical staff by developing and teaching new service desk staff members training material.
- Collaborated with cross-functional teams as a subject matter expert, trainer, documentation project coordinator, and technical writer.

JUL 2021 - JUL 2022

Support Analyst, Mechdyne Corporations, Peoria, IL

- Responsible for remotely handling PC and mobile device tickets from a high-volume support queue promptly and assisting users with various advanced systems issues.
- Duties include account provisioning, providing end users across multiple platforms with desktop support, and diagnosing technical issues within internal applications and networks.
- Experienced with various software and web-based applications, such as virtual desktops, Azure AD, Active Directory, Microsoft 365 applications, Microsoft Exchange account management, and cloud service support.
- Provided technical training for other employees and monitoring high-volume client queues.

NOV 2018 - NOV 2019

Customer Service Monitor, Weis Markets, Woodstock, MD

APR 2016 - MAY 2017

Receiving Associate, Ross, Washington D.C

EDUCATION

AUG 2022 - MAY 2024

Associates (AAS) Degree in Professional Communications, Chippewa Valley Technical College, Eau Claire, WI (Remote)

Graduated with a 3.9 GPA and President's List academic honors every term.

AUG 2024 - MAY 2026

Bachelors (BS) Degree in Cybersecurity Policy & Management, University of Maryland Global Campus, Adelphi, MD (Remote)

EDUCATION

OCT 2019 - JUL 2021

**Advanced Computer Systems Administration, Loring Job Corps, Limestone,
Maine**