

# Kimberly L. Martin

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## EXPERIENCE

### Freelance Technical Writer

Crossing Arrows Counseling Services

Nov 2022 – Present

Contributing to the success of a newly established behavioral health clinic by addressing essential documentation requirements. Current responsibilities include:

- Overhauling the clinic's policies and procedures manual, researching regulatory mandates to ensure the manual is aligned with these requirements.
- Crafting persuasive and well-structured proposal responses to secure funding to launch a new community-based program.

### Technical Writer

ADM Associates, Inc. – Remote

Dec 2022 – August 2023

Supported ADM's residential, commercial, and industrial projects for evaluating energy efficiency programs. Key responsibilities included:

- Report Reviewing/Editing
  - Editing annual and quarterly energy efficiency evaluation reports, ensuring precision, coherence, and alignment with client-specific requirements.
  - Collaborating with user groups throughout the report finalization and publication process.
- Document Standardization
  - Developing and maintaining custom templates tailored to the unique needs of individual contract groups, streamlining the creation and publication of reports.
  - Developing and applying company documentation standards (style guide).
- Process Improvement
  - Standardizing and optimizing the entire report development process, enhancing efficiency and consistency in report production.
- Training and User Support
  - Creating demo videos and reference documentation with visuals on properly using templates and styles to produce contract reports more efficiently.
  - Creating and maintaining a SharePoint site containing various report resources, reference guides, and client style guides.

### Proposal Writer

Kunz, Leigh and Associates – Remote

Sep 2021 – Aug 2022

Supported KL&A's sales development by performing a wide range of RFX response duties.

Key Contributions:

- Actively engaged in proposal review sessions and continuous improvement initiatives.
- Contributed to the proposal team's efficiency by identifying key areas for improvement, streamlining workflows, and ensuring optimal resource utilization.

## Skills

- Technical/proposal writing
- Knowledge base management
- Content creation & editing
- Template design/document formatting
- Research/compliance
- SOPs/Process improvement
- Client support

## Software

- Acrobat Professional
- Confluence & Jira
- Google Suite
- Madcap Flare
- Microsoft Office 365
- SharePoint
- Snag-it
- Slack, Teams, and Zoom

## Certification

Certified Scrum Master  
May 2022

- Established a SharePoint hub site to facilitate collaboration throughout the proposal development process.

**Job Tasks:**

- Read, interpreted, and organized solicitation documentation to address key requirements.
- Conducted research on client needs, industry trends, and competitive landscape to inform the content of proposals.
- Developed new, original content for RFP responses, effectively communicating KL&A's unique value propositions to potential clients.
- Collaborated with sales and development management, technical SMEs, and other contributors to maintain strong coordination and open communication throughout the proposal development process, ensuring responsive and compelling content.
- Updated and maintained a library of proposal assets, including past proposal submissions, repurposed content, graphics, and related materials.
- Created visuals to include in proposal responses, including workflow diagrams, tables, and graphics.
- Developed a proposals style guide to ensure consistency in writing style, formatting, and language usage among all KL&A proposals.
- Managed proposal projects efficiently in Jira Cloud.
- Documented internal proposal team processes in the proposal team's Confluence space.

**Technical Writer**

Truven Health Analytics, an IBM Company – Ann Arbor, MI

Feb 2017 – Sep 2018

**Key Contributions:**

- Created, maintained, and published technical user documentation for the company's data analytics products targeted to the healthcare industry.
- Effectively managed multiple projects, ensuring all documentation tasks were well-defined and completed within established timelines.

**Job Tasks:**

- Collaborated with Agile developers and team leaders to evaluate documentation needs in response to system changes and evolving user requirements.
- Created user documentation in multiple formats, such as HTML5, Webhelp, Word, and PDF.
- Identified and executed enhancements to streamline existing user documentation processes and best practices, optimizing efficiency and quality.

**Freelance Technical Writer**

Tooling U-SME – Remote

May 2016 – October 2016

Created templates and content for standard operating procedures (SOP), instructor guides, and on-the-job training (OJT) guides.

**Senior Technical Writer**

Nexcess.net, L.L.C. - Southfield, MI

Sep 2008 to Jun 2014

**Key Contributions:**

Laid the foundation for all Client Support documentation, taking on a broad range of responsibilities, including:

- Authored, managed, and designed user documentation, catering to an array of responsibilities.

- Developed and maintained the Client Support knowledge base (KB) with a goal to reduce non-critical Support tickets.
- Orchestrated technical documentation workflows, best practices, and style guidelines.
- Produced and published narrated video tutorials for Nexcess's YouTube channel.

#### Job Tasks:

##### User Documentation Management

- Interviewed subject matter experts and prospective system users to collect essential data for crafting user-focused content.
- Conducted functional system testing, documenting issues, and proposing UI enhancements.
- Authored content that is user-centered and context-based, designed for various applications and reusability.

##### Client Support Knowledge Base (KB)

- Implemented and managed a comprehensive knowledge base, empowering customers to find quick solutions to common issues independently.
- Collaborated with client support technicians to gather information vital for generating user-centric KB articles.
- Executed ongoing analysis to enhance the KB's effectiveness.

### Technical Writer Consultant

Northshore Power Systems, LLC - Ann Arbor, MI

September 2007 to June 2008

Created a set of comprehensive owner's manuals for a range of Honeywell brand household portable generators. Key responsibilities included:

- Collaborating with Engineers, Project Managers, and Honeywell management to ensure manual compliance with federal safety standards and adherence to Honeywell's branding requirements.
- Generating user-centric content through research and hands-on experience, providing clear instructions for basic product operations.
- Employing single-sourcing methods to author multiple versions of the manuals, ensuring flexibility and consistency in content delivery.
- Effectively managing budget and timelines for the overall production of hard copy manuals, optimizing resource utilization.

### EDUCATION

Eastern Michigan University, Ypsilanti, Michigan

*Bachelor of Science* | Major: Public Administration | Minor: Management

### CERTIFICATION

Certified Scrum Master, May 2022

### VOLUNTEERING

Elara Caring Hospice

December 2021 – Present

Volunteer hospice companion, providing support to hospice patients and their families.