

DEMETRIO FORD

Senior Technical Writer

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SUMMARY

Senior Technical Writer with over 20 years of experience, specializing in writing comprehensive user manuals, training manuals, standard operating procedures, and other technical documentation. Skilled at transforming complex technical content into user-friendly materials, while maintaining high standards of accuracy and consistency. Demonstrates exceptional editing skills, ensuring clarity, coherence, and precision in all documentation. Ability to collaborate with cross-functional teams and understand and address stakeholders' needs. Demonstrated expertise using Microsoft Office, Microsoft Visio, Microsoft SharePoint, and Smith Snagit.

EXPERIENCE

Technical Writer

Areeva Solutions

📅 01/2025 - Present

- Develop, organize, and maintain comprehensive technical documentation.
- Capture edits and suggestions, presenting them to the cross-functional team for review and approval.
- Review and edit documents created by program staff or internal team members to ensure accuracy, consistency, and clarity.
- Work closely with subject matter experts to gather relevant and accurate information for technical documentation.
- Ensure that documentation is tailored to meet the needs of the target audience, enhancing usability and understanding.

Technical Writer

Integral Federal

📅 2023 - 2025

- Critically reviewed standard operating procedures, process maps, policies, and agency guidance documents
- Incorporated appropriate comments from reviewers and subject matter experts into successive drafts to prepare final documents
- Collaborated with team members and subject matter experts to gather input and feedback, creating compelling written content for diverse stakeholders
- Oversaw project deliverables using SharePoint, ensuring efficient management and collaboration
- Provided comprehensive project status updates

Technical Writer

Peraton

📅 2022 - 2023

- Authored comprehensive knowledge artifacts, ensuring valuable information was documented and accessible
- Managed and updated content within knowledge base

Proposal Writer

OST, Inc

📅 2021 - 2022

- Developed compelling proposal content that reflected an understanding of the customer's needs and the company's solution strategy
- Standardized proposal content across sections and volumes to ensure a consistent and unified voice
- Ensured adherence to all RFP, RFI, RFQ, and IDIQ requirements, maintaining strict compliance throughout the proposal process

SKILLS

Word PowerPoint SharePoint

Visio

STRENGTHS



Written Communication

Proficient in creating clear, concise, and engaging written content that conveys complex information to diverse audiences.



Verbal Communication

Adept at delivering presentations, leading meetings, and facilitating discussions to effectively express ideas and foster collaboration among team members and stakeholders.



Leadership

Exceptional leadership, interpersonal, and analytical skills



Decision-making

Outstanding decision-making capabilities with a focus on problem resolution



Collaboration

Experienced at collaborating with managers, technical subject matter experts, and solution architects



Attention to Detail

Exhibits meticulous attention to detail, ensuring accuracy and thoroughness in every task

EDUCATION

M. Ed., Education Technology and Instructional Design

Western Governors University

📅 2023 - Present

B.S., Journalism

University of Maryland-College Park

📅 1991

EXPERIENCE

Technical Writer

Octo Consulting Group

📅 2021

- Transformed technical concepts and jargon into clear and concise documentation tailored to diverse audiences
 - Developed comprehensive user guides and software documentation
 - Participated in project meetings to grasp project requirements and understand requisites for documentation
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Technical Writer

OCT Consulting

📅 2020

- Developed business process models, use cases, organizational charts, and as-is and to-be process maps to support the design and development of solutions for clients
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Technical Writer

Rividium

📅 2019 - 2020

- Wrote and edited standing operating procedures, fact sheets, contract deliverables, website content, briefing decks, white papers, and infographics to communicate to a wide range of audiences
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Technical Writer

Alutiq

📅 2019

- Wrote technical manuals, training materials, and other project deliverables for internal use, training, or other purposes
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Technical Editor

Hendall, Inc.

📅 2018

- Collaborated with the instructional design team to create engaging online courses and in-person training programs
 - Edited instructional material for clarity, accuracy, grammar, consistency, and organization
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Technical Writer

American Federation of Government Employees

📅 2017

- Wrote comprehensive documentation, user guides, and training material for diverse internal and external audiences
 - Worked with library of existing documents with initial focus on completing and updating documents
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Technical Writer

Aricent Group

📅 2012

- Authored user guides, reference manuals, presentations, and various end-user documentation for software applications
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Technical Writer

Unissant

📅 2011

- Wrote end-user documentation for software applications

EXPERIENCE

Technical Writer

REI Systems

📅 2010 - 2011

- Updated content for the Health Resources and Services Administration (HRSA) grant management wiki pages, providing HRSA staff and grant applicants with clear instructions on using the Electronic Handbooks (EHB) system