

RESUME

Connor Bell

Technical Writer

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- **Web:** [LinkedIn](#) | [Technical writing portfolio](#) | [General writing portfolio](#) | [GitHub](#)

Summary of Qualifications

Enthusiastic technical writer adept at communicating complex technical concepts clearly and concisely. I'm an adaptable systems thinker and former educator with a passion for process improvement and a track record of identifying deficits, challenging the status quo, and devising creative solutions.

Skills

Agile | Collaboration | Critical Thinking | Curriculum Development | Data Analysis | Document Management | Editing | Effective Communication | Information Architecture | Information Technology (IT) | Operations Management | Project Management | Requirement Gathering | Software Development | Software Testing and Evaluation | Software Version Control and Change Management | Technical Account Management | Technical and Proposal Writing

Software

Adobe Creative Suite (Acrobat, Illustrator, InDesign, Photoshop) | Adobe RoboHelp | Amazon Web Services (AWS) | Argo CD | Azure DevOps | CloudFormation | Confluence | CSS | Docker | Enterprise Resource Planning (ERP) | Git/GitHub | Google Classroom | Google Workspace | Helm | HTML | JavaScript | Jira | Kubernetes | Learning Management Systems (LMS) | Linux | Markdown | Max | Microsoft 365 (Excel, OneDrive, OneNote, Outlook, PowerPoint, SharePoint, Teams, Word) | Pro Tools | Prometheus | Slack | Terraform | WordPress | Zoom

Key Experiences

Technical Writer (Senior Associate) | L3Harris ForceX, Inc. % Insight Global | Aug 2024 - Feb 2025

- Maintained, updated, and authored software user manuals, software version descriptions, standard processes, and training workbooks for defense contractor's confidential software package for a military customer in a highly regulated industry
- Collaborated with several editors to work each document through multiple drafts before final publication
- Embedded in an Agile software development scrum team along with QA, program manager, and product owner
- Edited all documents drafted by other members of the scrum team
- Maintained and authored internal facing wiki
- Nominated for a quarterly performance award, which can be viewed [here](#)

DevOps Support | CloudAvail Technology Consulting | Nov 2022 - Jan 2024

- Conducted research and gathered information from various sources to accurately document or edit previously documented technical procedures and information

- Established systems for maintaining, managing, and organizing documentation
- Managed multiple accounts and explored potential external partnerships
- Helped plan, configure, and build cloud infrastructure for clients
- Implemented DevOps and CI/CD practices by automating infrastructure provisioning and configurations in AWS
- Maintained software version control - integrating and tracking changes to software baselines
- Tested and refined code performance through standardized evaluation process - documented test results
- Met with clients to gather network and security configuration requirements - documented resulting requirements and specifications - investigated potential new software requirements and tools for code enhancement

Vendor Operations Associate | Comoto | Jun 2021 - May 2022

- Liaised across and collaborated with teams including Sales, Product Reps, Inbound/Outbound, Leadership, Vendors, and other stakeholders to manage and resolve warehousing and logistics issues promptly and accurately
- Worked closely with the Inbound team to understand the ERP product features and functionalities to translate technical specifications into user-friendly documentation
- Supported the company in transitioning to new ERP software by writing a detailed technical manual to train the Vendor Ops team

History Teacher | Kentucky Country Day School | Jul 2008 - Oct 2020

- Architected the curriculum from the ground up with complete freedom
- Wrote a grant proposal and planned a month-long trip to recreate the Lewis and Clark journey and engaged with students during the summer through a blog
- Identified a gap in programming and established a game club that ran for ten years, resulting in enhanced teamwork, communication, and leadership skills for more than 100 students
- Co-developed and taught a ten week interdisciplinary capstone project that became a signature experience within the middle school
- Co-developed and taught an upper school music technology and production elective

Education and Training

- Code Louisville Session 1 (HTML, CSS, JavaScript)
- Master of Arts in History, University of Louisville
- Bachelor of Arts in History and Humanities, University of Louisville