STEPHEN ADAMS

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TECHNICAL WRITING & CONTENT STRATEGY

TECHNICAL DOCUMENTATION | UX-FOCUSED CONTENT | KNOWLEDGE MANAGEMENT | USER ENABLEMENT

Summary of Qualifications

- **Highly skilled technical writer with 3+ years of experience** designing, developing, and maintaining technical documentation for both customer-facing and internal knowledge bases in fast-paced IT environments.
- Innovative and collaborative communicator skilled at **translating complex technical concepts into clear, user-focused documentation, FAQs, and training materials** for diverse audiences.
- **Detail-oriented and analytical creative writer** focused on enhancing user experience through clear documentation, streamlined workflows, and scalable knowledge resources.

Areas of Expertise

Technical Writing & Editing | Troubleshooting Guides & FAQs | Technical Support Documentation
Knowledge Base Management | IT Documentation & Process Improvement | Training Materials Development
Content Management Systems (CMS): Confluence, Simplrr | Google Workspace | Markdown | Microsoft Office
Project Management: Jira, Trello | Agile/Scrum Methodologies | UX-Focused Content Creation
Cross-Functional Collaboration | Written & Verbal Communication | Stakeholder Engagement
Data-Driven Documentation | Benchmarking & Industry Research | Team Management & Leadership

Relevant Writing Experience

MANAGER, IT OPERATIONS
Opendoor | Atlanta, GA (Remote) | September 2022 — December 2024

Wrote and led the development of internal and external training materials and standardized documentation to support onboarding, offboarding, and backend IT operations for a global real estate tech company (2,000–4,000 employees).
- Created comprehensive process documentation and training materials, improving first-day system access from 75% to 98%
- Authored standardized onboarding and offboarding documentation for key employee lifecycle workflows in collaboration with HR and Recruiting, ensuring consistency across global teams
- Owned the innovation and maintenance of internal and external knowledge bases, and led company-wide documentation standards for IT lifecycle management

ASSOCIATE MANAGER, IT OPERATIONS
Opendoor | Atlanta, GA (Remote) | March 2022 — September 2022

Wrote and maintained technical documentation, self-service guides, and AI-enabled support content to enhance IT operations and empower end users across the organization.
- Developed and maintained IT documentation and internal knowledge bases supporting 4,000+ employees across enterprise systems
- Authored internal troubleshooting guides and best practice documentation that reduced average ticket resolution time by up to 50%
- Designed an enterprise-wide IT enablement initiative—including AI chatbot documentation and content workflows—resulting in a 60% reduction in average resolution time

JUNIOR IT TECHNICIAN
Opendoor | Atlanta, GA (Remote) | June 2021 — March 2022

Owned and overhauled all internal documentation for IT services, rewriting over 400 assets in three months to improve clarity, structure, and usability.

- Redesigned and rewrote 400+ internal IT service documents, improving workflow efficiency and reducing ticket resolution times
- Authored user-facing documentation, service FAQs, and internal workflow guides to support scalable IT support
- Contributed to record-setting ticket resolution metrics through effective documentation and consistently high user satisfaction

COPY EDITOR
Apple | Atlanta, GA (Remote) | January 2021 — June 2021

Edited technical documentation and training materials for Apple's Global Retail Learning & Development team, supporting a global workforce of 60,000+.

- Contributed to the planning and development of self-guided training content for new product launches and ongoing learning
- Collaborated with Instructional Designers and Project Managers to edit technical content and ensure clarity, consistency, and instructional accuracy
- Provided editorial feedback and led refinements to Apple's internal editing style guide, elevating documentation standards still in use today

TECHNOLOGY & MERCHANDISING PRO
Apple | Dunwoody, GA | August 2015 — July 2021

Wrote and maintained technical setup guides, troubleshooting manuals, and onboarding materials to support store technology, merchandising, and staff training.

- Authored internal documentation for demo device readiness, troubleshooting, and display maintenance, ensuring accurate configurations during national product launches
- Created onboarding guides and professional development content to train new employees and streamline retail operations
- Recognized for leadership in training and documentation development, improving overall team efficiency and technical readiness

Education

Bachelor of Arts in English & Creative Writing
Georgia State University | Atlanta, GA | 3.9 GPA

Portfolio

Link: stephenalanadams.com/my-portfolio/

Certifications

Apple Certified Mac Technician (ACMT)
Apple Certified iOS Technician (ACiT)