

# Todd Sinclair

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Senior Technical Writer with experience creating and scaling product documentation, knowledge base content, and customer-facing technical content for complex software systems. Expertise in documentation strategy, information architecture, and UX writing, with experience supporting Agile software development environments. Specializes in AI-assisted documentation workflows that improve content quality, consistency, and production efficiency.

## SKILLS

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### Technical Writing & Documentation

- Product documentation, technical documentation, user guides
- Knowledge base (KB) content, help center content, support documentation
- Release notes, feature documentation, in-product UX writing
- API documentation, developer documentation, OpenAPI

### Content Strategy & UX

- Information architecture, content strategy, content design
- UX writing, microcopy, user-centered design
- Content governance, editorial standards, style guides
- Accessibility (WCAG), inclusive content

### Tools & Technologies

- Markdown, XML, YAML, HTML/CSS, JSON
- Git, docs-as-code workflows, static site generators
- Confluence, CMS platforms, Jira, Agile/Scrum environments
- REST APIs, Camtasia, Snagit, Adobe Creative Suite

### AI-Assisted Documentation

- Prompt engineering for technical content
- AI-assisted drafting, editing, and summarization (Claude, ChatGPT, Gemini, NotebookLM)
- Human-in-the-loop content workflows
- Content automation and workflow optimization

### Instructional Design

- eLearning development, training materials, onboarding content
  - Learning objectives, assessments, course design
  - Learning management systems: SkillJar, Evolve
  - ADDIE, SCORM, Bloom's taxonomy
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## EXPERIENCE

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### **EPAM Digital Engineering & Consulting**

**Technical Writer / Instructional Designer** · November 2022 – March 2026

- Reduced content scoping and drafting from days to hours by designing and deploying a generative AI pipeline for a 7-person writing team.
- Cut content revision and QA error rates by 50%+ with a prompt library calibrated to client style guides and editorial standards.
- Redesigned a 4-course legacy learning path into a single modern online training for new financial advisors, built end-to-end from storyboard through publication with scenario-based exercises and knowledge assessments.
- Modernized 100+ help center articles, e-learning modules, and training videos across multiple client engagements, sharpening clarity and navigation throughout.

### **Steyer Associates Consulting**

**Technical Writer / Content Designer** · April 2021 – November 2022

- Built and maintained customer support content for a major enterprise software suite, including support articles, feature documentation, What's New pages, and in-product text.
- Led a support content overhaul for a major rideshare platform: rewrote articles for tone and clarity, built agent-facing style guidelines and templates, and QA'd AI-generated content for quality and consistency.
- Made complex AI/ML concepts accessible to broad technical audiences through blog posts, e-book chapters, and podcast abstracts.

### **MIT5 (WhiteCup) Business Intelligence & CRM Software**

**Technical Writer / Instructional Designer** · October 2013 – February 2021

- Built the company's documentation system from scratch: UI/UX docs, knowledge base, and release notes, establishing a single source of truth for customers and internal teams.
- Cut customer onboarding time and reduced support load by implementing a customer LMS from scratch, complete with self-serve training, video tutorials, and an in-person New User Boot Camp.
- Drove customer engagement and tool adoption through live webinars, 1:1 training sessions, and ongoing product education programs.
- Authored blog posts, presales materials, product proposals, and release communications spanning the full customer lifecycle.

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## CERTIFICATIONS

- Google Cloud Platform: Generative AI Leadership
- Salesforce: Salesforce Certified Platform Foundations
- Anthropic: AI Fluency: Framework & Foundations