

# Bradley Titus

Indianapolis, IN

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## SUMMARY

Experienced digital creator with a background in technical writing, marketing and SEO copywriting, website development and design, UI/UX copywriting, and content strategy.

**Skills:** Jira, Confluence, Agile methodology, Markdown, Salesforce, Javascript, CSS, React, Typescript, MySQL, Node, Express, PostgreSQL, and RESTful APIs.

## EXPERIENCE

### Titus Digital Services, Indianapolis, IN

#### Freelancer

October 2022 - Present

- Work with various companies across a number of industries to provide copywriting, technical writing, marketing, and web design and development services.
- Clients include Blue Cross Blue Shield, Parasoft, and a number of local businesses and startups.
- Consult with management, marketing teams, and subject matter experts to update existing blogs and content, create and update Wikipedia articles, and create and execute content strategies.
- Work with Knowledge Management teams in highly-regulated industries to create precise copy, update KM strategies, and migrate content from legacy systems to modern CRMs, including SharePoint, Confluence, and Salesforce.
- Create e-commerce websites and SEO-rich content for new businesses, develop and execute content and social media marketing strategies, and maintain digital storefronts.

### nCino, Wilmington, NC

#### Senior Technical Writer

June 2022 - January 2023

- Support three software development teams in an Agile environment.
- Create product copy, technical documentation, bug reports, and technical workarounds for a Salesforce development environment.
- Create How to Use and How to Configure guides, product copy, and API documentation.
- Review READMEs and developer documentation for APIs and other resources built in AWS and Salesforce.
- Resolve user comments from customers, partners, and internal employees by leveraging SMEs, developers, and project leads to provide quick, concise information.
- Work with UX design and development teams to enhance accessibility and resolve bugs and errors.
- Create Update and Release Notes, Update Installation Guides, and Update Testing Guidelines.
- Work with leadership and other tech writers on content strategy, content development, and style guides development.

### Cella, Rockville, MD

#### Technical Writer & Editor

February – June 2022

- Serve as contractor for Comcast Business
- Support internal teams to produce and maintain internal and external documentation, reflecting established best-practices in adherence with internal and AP style guides.
- Create content, images, and infographics for business customers.
- Contribute to the further development of software platforms, CMSs, and provide feedback on internal processes and content strategies.

**Carrier, Indianapolis, IN**

**Logistics Coordinator**

September 2020 – February 2022

- Communicate with transportation providers to ensure timely order pickups and deliveries.
- Serve as liaison between factory operations, customer service, and transporters.
- Develop job aids, define best practices, and create job workflow documents for training purposes and consistency across the team, including infographics and process documents.

**iink Payments, Boston, MA**

**Marketing Manager**

December 2019 - January 2021

- Develop marketing and content marketing strategies for B2B partnerships.
- Design graphics for trade shows and social platforms.
- Oversee new website design for future implementation.
- Develop email campaign for onboarding and new product rollout.
- Design and execute social media marketing strategy, focusing on product features, business partnerships, and industry best practices.

**Accenture, Peoria, IL**

**Contract Technical Writer**

January - February 2020

- Work with internal teams and subject-matter experts to obtain an in-depth understanding of the product and the documentation requirements.
- Produce high-quality documentation that aligns with standards appropriate for the intended audience.
- Analyze existing and potential content, focusing on reuse and single-sourcing opportunities.
- Create and maintain the information architecture.

**Micronutrients, Indianapolis, IN**

July 2015 – June 2019

**Assistant Logistics Coordinator** (February 2018 - June 2019)

- Perform daily inventory and sales audits to confirm inventory, production, and shipping numbers.
- Work with production teams, warehouse staff, and multiple vendors to schedule inbound and outbound shipments of raw materials and finished products.
- Serve on Internal Audit Team (from 2016-2018) to verify processes, training, and documentation practices are being followed in accordance with Safe Food/Safe Feed, HACCP, and ISO certifications.
- Serve as Culture Champion (from 2017-2018) to promote company values and increase employee engagement within the corporation and the community.
- Develop and perform management training to improve interactions between supervisors and production teams.
- Serve as editor of the company newsletter.

## EDUCATION

**Eleven Fifty Academy - Indianapolis**

Web Development Boot Camp, Completed October 2021

- Twenty-four week intensive boot camp focusing on Web Development best practices.
- Trained in fundamentals of HTML, CSS, JavaScript, React, TypeScript, Node, Express, PostgreSQL, and RESTful APIs.
- Worked in a remote team to develop a React app that integrated an external API, an authenticated back-end server using Node.js, Sequelize, Express, and JSON Web Token.

**Indiana University – Purdue University – Indianapolis**

Bachelor's of Arts in English and Political Science

- Editor for student literary publication, *genesis*.
- Trained copyeditor.
- Trained writing tutor for University Writing Center.
- Creative consultant and writer for School of Liberal Arts News Bureau.
- Journalist for student newspaper, *Sagamore*.