

# Michelle Keithley

michellekeithley@gmail.com | 417-834-9168 | linkedin.com/in/mrkmo

---

## PROFESSIONAL SUMMARY

Technical Writer and Editor specializing in regulated, complex documentation environments, with a focus on improving documentation systems, compliance, and usability at scale. Proven ability to translate technical, scientific, and regulatory information into clear, audit-ready documentation that supports cross-functional teams and business objectives.

Leads large-scale documentation cleanup and standardization initiatives, strengthens knowledge base architecture, and applies plain-language principles to improve accuracy, reduce risk, and increase efficiency. Expanding expertise in aerospace and defense documentation.

## PROFESSIONAL EXPERIENCE

### Technical Writer

EnerSys Advanced Systems (EAS) | March 2026 – Present

- Write and publish engineering reports, test plans, and technical documentation supporting aerospace and defense systems, ensuring compliance with CDRL/SDRL and regulatory requirements.
- Partner with design, manufacturing, quality, and test engineering teams to gather requirements and deliver accurate, integrated documentation.
- Support reliability analysis and risk assessment documentation for product design and qualification efforts.
- Contribute to design reviews by preparing clear written and visual materials for internal and customer-facing presentations.
- Ensure documentation aligns with AS9100 and ISO 9001 quality standards and configuration management requirements.

### Technical Writer/Editor

Siemens Healthineers | March 2025 – January 2026

- Edited and standardized 1,000+ Service Knowledge Base (SKB) entries and reviewed an additional 400 documents to ensure clarity, consistency, compliance, and exclusion of protected health information (PHI).
- Collaborated with cross-functional teams, including QA and technical stakeholders, to clarify requirements and translate complex information into clear, actionable documentation.

### Communications & Operations Manager

New Energy Economics | December 2023 – March 2026

- Translate complex technical, economic, and regulatory information into clear, user-focused content for publications, digital platforms, and stakeholder communications.
- Developed and maintain an in-house style guide and improved documentation workflows to increase consistency, usability, and compliance.
- Co-authored grant renewals totaling \$800,000, aligning technical content with funding and program objectives.

## ADDITIONAL EXPERIENCE

### Documentation & Content Consultant

Self-Employed | Springfield, MO | 2017 – 2023

- Delivered client-facing documentation and instructional content across regulated and service-based environments.
- Managed end-to-end content workflows, translating complex processes into clear, usable documentation.

### Graduate Assistant & Writing Tutor

University of Arkansas at Little Rock – Online Writing Lab | August 2023 – May 2026

- Provided advanced editing and revision support for technical, academic, and professional documents, improving clarity and organization.
- Mentored tutors on feedback strategies and documentation standards.
- Supported over 500 writers, strengthening clarity and organization across technical and research-based materials.

### Documentation Specialist (Contract)

University of Arkansas at Little Rock – Procurement Services | August 2024 – December 2024

- Developed and maintained technical and procedural documentation aligned with institutional policies and compliance requirements.
- Created training and multimedia documentation to improve usability and consistency.

### Grant Writing & Research Consultant

SeniorAge Area Agency on Aging | January 2023 – May 2023

- Researched and drafted grant proposals aligned with funder requirements and organizational objectives for public health and senior services programs.

## EDUCATION

### Master of Arts, Professional and Technical Writing

University of Arkansas at Little Rock | 4.0

### Bachelor of Arts, Professional and Technical Writing

University of Arkansas at Little Rock | *Summa Cum Laude*

## PUBLICATIONS & PROFESSIONAL ENGAGEMENT

UAMS Brain Injury Program, 2025 UAMS Health Showcase

*Quills & Pixels*, Published contributor (2024–2025)

Editor, *Quills & Pixels* (2025–2026)

## SKILLS

**Technical Writing & Compliance:** Regulated documentation, knowledge base management, plain language, medical and scientific writing

**Documentation & Training:** SOPs, user guides, instructional content, multimedia documentation

**Tools:** Microsoft 365, SharePoint, Adobe InDesign, Canva, WordPress/Elementor, Snagit, Asana, Slack, Google Workspace, AI-assisted writing tools