Kenneth Gulotta

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Overview

Technical writer, designer, and manager with graphic and UX design skills plus over twenty-five (25) years of experience spanning multiple fields, including hardware, software, SaaS, PaaS, IT support, engineering, mechanics, medicine, education, and cloud systems.

Skills

Category	Capabilities
Tools and Systems	• Adobe Creative Cloud (including InDesign, Illustrator, Photoshop, Acrobat, and Animate) and Captivate • SharePoint, Drupal, WordPress, GitHub, and SEO • Unix/Linux, HTML, CSS, Python, JavaScript, Git, and Markdown • Microsoft 365 (all tools, including Teams) • AI and LLM prompt engineering
Training and Certifications	• University of Maryland Robert H. Smith School of Business: AI and Career Empowerment Certification • HubSpot Academy: Content Marketing Certification • LinkedIn Learning: Creating Technical Documentation with GitHub • PMI: Fundamentals of Predictive Project Management

Experience

Freelance Technical Writer, Editor and Designer, multiple clients (June 2025 – present)

Provide writing, editing, illustration, and design consultation services for multiple clients, including researchers in the Tulane University Chemical and Biomolecular Engineering Department. Services include web, digital, and print design; business, marketing, and technical documentation; proposal development; medical, pharmaceutical, and scientific editing; instructional design; and accessibility formatting.

Senior Technical Writer, Office of Personnel Management, Washington DC (January 2008 – May 2025)

Description

IT technical writer and designer on sequential contracts through ITSolutions, Business Operational Concepts, and FedTec. Designed, developed, and wrote manuals, textbooks, quick guides, marketing materials, policy guidelines, style guidelines, articles, scripts, interactive installation media, and other documentation. Audiences included system administrators, clients, staff, and the public.

Tasks

- Took ownership of all OPM Help Desk documentation for all audiences.
- Configured documents for compliance with Section 508 accessibility requirements.
- Developed supplemental materials to incorporate into documentation projects, including illustrations; animated tutorials; interactive forms using JavaScript and FormCalc; and interface microcopy.
- Performed graphic design, UX design, instructional design, and project management.
- Designed, created, and maintained "virtual service" sites using SharePoint and similar tools.
- Participated in proposal development, coordinating activities with proposal team members.
- Supervised writing teams and participated in hiring and training.

Achievements

- Provided documentation to over five thousand (5,000) OPM users as well as additional supporting staff.
- Instituted Section 508 accessibility standards in more than one thousand (1,000) OPM user documents, including manuals, quick guides, communications, and interactive items such as forms and tutorials.
- Drafted and edited proposals for contracting companies that won three (3) renewals of the OPM Help Desk contract and a new contract for a Peace Corps Service Desk.

Experience

Technical Writer and Lead, Axiom Resource Management, Falls Church, Virginia (October 2005 – January 2008)

Description

As a multi-purpose Technical Writer, designed and wrote textbooks and other courseware for the HVAC, sheet metal, construction, medical diagnostic, PMP preparation, and Veterans Affairs fields. As a Technical Lead, managed documentation-oriented projects.

Tasks

- Oversaw documentation tasks for five (5) major textbook projects.
- Performed graphic design, UX design, instructional design, and project management.
- Participated in proposal development.
- Supervised writing teams and participated in hiring and training.

Achievements

- Promoted from Technical Writer to Technical Lead within first year of employment.
- Acted as main client contact for multiple projects.

English Instructor, Tulane University, New Orleans, Louisiana (August 1998 – August 2005)

Developed and taught more than twenty (20) classes that covered multiple topics, including surveys of the novel, the short story, and American literature, as well as tailored courses in beginning and advanced writing. Promoted from Teaching Assistant to Assistant Instructor after one year and from Assistant Instructor to Adjunct Instructor three years later.

Technical Writer, CCI/Triad, Austin, Texas (January 1995 – August 1998)

Wrote system administration and user guides for software products covering all stages of the automotive aftermarket, from parts manufacturers to warehouses, stores, and service dealers.

Contract Technical Writer, multiple employers (October 1993 – August 2005)

Description

Wrote system administration manuals, user guides, technical specifications, and maintenance manuals for multiple fields, ranging from topics such as IBM AIX commands, distributed system management, disaster recovery, hospital management software, job placement studies, and armored security vehicles (ASVs).

Employers

- Textron Marine and Land Systems, New Orleans, Louisiana
- The University of New Orleans, New Orleans, Louisiana
- Century Design, Austin, Texas
- The Texas State Comptroller of Public Accounts, Austin, Texas
- Synthesys Technologies, Austin, Texas

Teaching Assistant, The University of Texas, Austin, Texas (August 1991 – May 1993)

Prepared weekly lectures and led discussion groups, concentrating on analysis at a textual level. Wrote topic questions and graded papers and tests. Met with students individually to discuss their overall progress, and to suggest ways to strengthen their papers in content and form. Held positions in American Literature, British Literature, World Literature, and British Novels of the Nineteenth Century.

Senior Publication Assistant, UT-Austin Continuing Engineering Studies, Austin, Texas (July 1990 – August 1991)

Was responsible for editorial and managerial aspects, including: researching, writing, and editing office publications; interviewing lecturers to ensure accurate and complete course materials; and overseeing continuing education textbook production at the University Press.

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Education

Tulane University, New Orleans, Louisiana (August 1998 – May 2008)
- **Ph.D.** in English, May 2008
- **Dissertation:** "Down from Italy: The Fall and Rise of Italian American Fiction"
- **Honors:** Winner of the Richard P. and Jean A. Adams Teaching Award

The University of Texas, Austin, Texas (August 1991 – May 1993)
- **M.A.** in English, Creative Writing Program, May 1993
- **Master's Thesis:** "Gray Movements," a novel

The University of Texas, Austin, Texas (August 1986 – May 1990)
- **B.A.**, Plan II Honors Program, English Concentration, May 1990
- **Senior Thesis:** "Wooden Swords, and Other Stories"
- **Internship:** Reporter for weekly newspaper *The Austin Light*
- **Honors:** Dean's List and Poetry Prize in the Department of English Writing Contest

Publications

Fiction

Published in more than twenty (20) national and international journals, including *Queen's Quarterly*, *Cottonwood*, and *Red Rock Review*. For information, see my creative writing site at www.kennethgulotta.com.

Criticism

"Transforming Interest: How to Teach Students to Write About Italian American Culture"—*Italian Cultural Studies 2002*. VIA Folios, 36. Bordighera Press.

Websites and Portfolios

- For my LinkedIn profile, go to www.linkedin.com/in/kenneth-gulotta-technical-writer
- For my technical writing website and portfolio, go to https://kennethgulottatechwriter.com/
- For my GitHub portfolio repository, go to https://github.com/kgulotta/Kenneth-Gulotta-Portfolio

Languages

Italian (professional working proficiency) and Latin (reading proficiency)

Additional Interests

- Classical guitar
- Drawing and painting
- Martial arts (second-degree black belt in Shotokan karate)