

John Mark Harmeling

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Technical communicator experienced in technical documentation and AI content quality. Skilled in producing documentation for complex software features for diverse audiences. Enjoys working closely with cross-functional partners to deliver high-quality products.

Work Experience

Technical Writer II | AWS | 04/2025-present

- Develop customer service quality standards for AI-generated customer-facing content, ensuring clarity, consistency, and accuracy across support experiences.
- Author and improve graph-based microagent frameworks that power automated customer support responses.
- Own customer support content for AWS services, including Service Quotas, Training & Certification, Billing, Legal, and Amazon Route 53 (DNS), ensuring information remains accurate and current.
- Design and optimize an automated ticket intake workflow that validates requests, enforces approval requirements, and streamlines team operations.

Senior Technical Writer | Unqork | 08/2020-04/2025

- Oversaw Unqork Academy documentation efforts by designing, creating, and maintaining more than fifteen learning paths for audiences ranging from entry-level developers to senior engineers.
- Collaborated with Instructional Designers, Product Managers, Engineers, and Solutions Architects to develop product, process, onboarding, and marketing documentation supporting new feature releases.
- Partnered with the Engineering and Documentation teams to produce Release Notes for each product publication cycle.
- Led an Accessibility Employee Support Group that promoted awareness of employee experiences with disabilities, improving accessibility for both employees and customers across workplace initiatives and product development.

Project Manager | Reverba (Previously Health Perspectives Group) | 07/2019-08/2020

- Managed project deliverables and workflow of teams of 8+ individuals across 15 separate accounts with budgets ranging up to \$1 million.
- Created internal training materials and best practice guides for program management onboarding.
- Wrote text documents, scripts, and branded emails that align with FDA pharmacovigilance standards and pharmaceutical client requests.
- Troubleshooted and wrote technical documentation for operating the company’s Azure-based web application, which was implemented in best practice procedure guides across the department.

Teacher of Record | Baltimore City Public Schools | 05/2016-06/2019

- Wrote and formatted materials to scaffold learning experience according to different methods of learning that aligned with administrative expectations and city-wide curriculum.
- Led objective and data-driven lessons in a Title I school based on the Common Core State Standards, resulting in above district average percentage results on the PARCC assessment in 2017 and 2018.

Education

- **Professional Technical Writing Certification** | University of Washington | 2020
- **M.Sc., Education** | Johns Hopkins University | 2018
- **B.A., English Literature** | The University of North Carolina, Chapel Hill | 2015

Skills

- Technical documentation
- Project management
- Prompt engineering

Software & Tools

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| ▪ Atlassian: Jira, Confluence | ▪ AWS |
| ▪ MadCap: Flare, Central | ▪ Git |
| ▪ Microsoft Office | ▪ Bash |
| ▪ AWS Kiro | ▪ XML/Dita |
| ▪ Figma | ▪ HTML/CSS |