January 2025

To Whom it May Concern:

I am an established **Technical Writer** with a passion for creating elegant technical documents and streamlining business processes.

My analytical skills and experience in several trades enable me to work swiftly and adapt to changing priorities. I manage multiple efforts within deadline.

During my tenure, I’ve conducted requirements analyses, researched solutions, and provided optimal recommendations to the Government client. As an Action Officer in the Pentagon's Joint Staff Policy and Governance branch, I successfully coordinated "Actions" to ensure seamless completion of concurrent small projects within timelines.

I take pride in the following strengths, excelling at:

* **Identifying needs**
* **Producing technical documentation from scratch**
* **Collaborating with others to deliver results promptly**

I am eager to discuss my background and am confident that my skill set will prove beneficial to your team.

Thank you for your consideration!

Sincerely,



**Michael Spencer Balensiefer**

keywords:  
Business:

Action Officer, Action Officer (AO), Administration, Agile methodologies, Agency, Analysis, Boards, Business, Business analyst, Business operations, Change, Change implementation guide, Client, Client communication, Collaborative, Community, Cost analysis, Customs and Border Protection (CBP), Deadline management, Department of Defense (DoD), Department of Homeland Security (DHS), Dependency, Enterprise, Estimating, Execute, Federal, Focused, Gathering data, Government contracts, Hire, Ideas, Implementing, Improve, Information Assurance (IA), Information systems management, Intelligence, Knowledge, Knowledge Management (KM), Leadership skills, Manage, Management, Market intelligence, Marketing, Minimize, New, Optimization, Organize, Outcome, Outsource, Ownership, Performance evaluations, Policy, Portfolio management, Predictive Modeling, Presenting, Processes, Producing, Product development, Product management, Product marketing, Project, Project Manager (PMP), Project deliverables, Project management (PM), Projects, Proposal coordination, Proposal management, Proposal offers, Proposal strategy, Public relations (PR), Quality Assurance (QA), Quantitative Analysis, Quantitative research, Regulations, Request for proposals (RFP), Request for quote (RFQ), Research, Resource allocation, Resource management, Responsive, Results, Risk assessment (RA), Risk management (RM), Risks, Roles, Root Cause Analysis (RCA), Sales, Sampling, Scalable, ScrumMaster (SCM), Service, Service providers, Solution design, Solutions, Standards, Strategic planning, Strategy, Structured, Time tracking, Troubleshooting, Usability testing, User feedback analysis, User testing, Vendors, Work Breakdown Structure (WBS), Workflow optimization

IT:  
Apps, Automated tools, Automation, Backups, Certified Ethical Hacker (CEH), Cloud+, CMS, Communications Security (COMSEC), Computer Information Systems (CIS), Configuration, CSS, Cyber, Cyber incident reporter, Cyber security, Cyber threat analysis, Data analysis, Data analytics, Data management, Data security, Electronic Key Management System (EKMS), Encryption, Helpdesk operations, HTML, IA, IDE, Identity and Access Management (IAM), Imaging, Incident analysis, Information, Information architecture, Information Systems Security (ISS), Information Technology (IT), Intrusion detection, Intrusion prevention, IT certifications, Java, Kanban, LAN administration, Linux, Machine learning, Microsoft, Microsoft Exchange, Microsoft Office, Microsoft PowerPoint, Microsoft Project, Microsoft Visio, Microsoft Word, Mobile, Monitoring, NAS, Networking, Network Operations Center (NOC), Network security, Network+, NIST, Open Source, Operating Systems, Plugins, PowerShell, , R language, Scrum, Search, Scripting, Search Engine Optimization (SEO), Security, Security+, Server+, SharePoint, Software testing, Structured Query Language (SQL), System design, Systems administration, Systems analysis, Systems integration, Technical integration, Technical support, Tools, UI Design, User access, User experience (UX), User interface (UI), User management, User-friendly, UX design, Virtualization, Visual Studio, Web development, Web tools, Website builder, Wiki, Windows, Wix, WordPress, XML

Writing:

Accessibility, Academic writing, Adobe Acrobat, Adobe Photoshop, Adobe Suite, AI Tools, API Guides, Art, Artwork, Author, Blogging, Brainstorming, Building, Business plan, Case studies, Casework, Color theory, Comedy writing, Comment, Communication, Comparative analysis, Content developer, Copy writing, Copywriting, CV, Dialogue writing, Diary, Digital advertisements, Digital illustration, Dictionary, Document archiving, Document classification, Document formatting, Document lifecycle management, Document management, Documentation, Documentation management, Documentation planning, Documenting, Editing, Editing tools, Email marketing, Environmental, Essay, Evaluating, Exploration, Fashion writing, Flash fiction, Formal structure, Formatting, Gantt charts, Game writing, Genre, Ghostwriting, Government, Graphic artist, Graphic design, Grammar, Grant writing, Highlighting, Imagination, Imaginative writing, In-depth documents, Information on how to use, Instruction guides, Instruction manuals, Instructional design, Interface Control Document (ICD), Interface design, Interviewing, Journalism, KB (Knowledge Base), KBA (Knowledge Base Article), Knowledge Management (KM), Knowledge sharing, Layout design, Legal brief, Legal pleadings, Legal writing, Literary, Lyrics, Manifesto, Manuscript, Markdown, Markup, Meaning, Mention, Medical writing, Minimal, Minimalist, Minutes, MLA, Municipal, Narrative, Narrative structure, Narrative tension, Narration, News, Novel, Novel writing, Note taking, Novella, Online help authoring, Op-ed, Outlining software, Personal statement, Plain language, Playwriting, Plays, Podcasts, Poetry, Plot development, PowerPoint, Presentation, Proposal, Proposal development, Proposal editing, Proposal evaluation, Proposal formatting, Proposal management, Proposal planning, Proposal presentation, Proposal submissions, Proposal writing, Prose, Proofing, Proofreading, Publish, Publishing, Qualitative research, Quantitative research, Radio, Recipe writing, Regulatory writing, Release documentation, Release notes, Reports, Reporting, Request for Proposal (RFP), Resume, SAT, Screenplay, Scriptwriting, Security adjudication, Search Engine Optimization (SEO), Security Administration Guide (SAG), Sermon, Short story, Social media content, Software Development Lifecycle (SDLC), Song, Songwriter, Songwriting, SOP development, SOPs (Standard Operating Procedures), Speech, Speech writing, Speechwriter, Spelling, State, Standardized processes, Story, Storytelling, Structure, Style, Style guides, Subplots, Symbolism, Technical documentation, Technical illustrations, Technical manuals, Technical presentations, Technical reports, Technical specifications, Technical training materials, Technical translations, Technical writing, Terminology, Thesaurus, Title, Tools, Training, Training materials, Translation, Troubleshooting, Incident response plans, Typography, Typography design, Understanding, Upwork, User guides, User interface text, User manuals, User management, User research, User stories, , UX writing, Version control, Version history, Voice, Voice and tone, Visuals, Wikis, Wikipedia, Word processing, Wordbuilding, Words, Writing skills, Writing techniques, Writing tools

Other:

1099, Adept, Adaptable, Attractive, Better, C2C, Communicator, Complete, Concise, Conflict resolution, Contractor, Copywriter, Customizable, Customer-facing, Detail-oriented, Drive, Effective, Efficient, Execute, Fast, Flexible, Initiative, Listener, Local, Mannered, Marketing, Manage, Navy, Notary public, Organization, Outsourced, Part-time, Paying, Positive, Problem-solving, Productive, Professional, Proposal strategy, Reliable, Remote, Responsible, Resourceful, Responsive, Risks, Security clearance, Single source, Skill, Small projects, Solo, Specific, Speedy, Stateside, Strives for improvement, Structured, Supportive, Task-oriented, Teammate, Temp, Temporary, Timely, Value, Verbally expressive, Visually appealing, W-2, Why are you reading this, Work, Working, Work for hire, Worker

**Attached:**

• CareerScope Skills Assessment



**Available upon request:**

• Resume • Writing Samples • DD-214 (US Navy) • 5-point Veteran’s Preference • Armed Forces Expeditionary Medal • 99 score on ASVAB/AFQT • Adobe Illustrator/InDesign/Photoshop Portfolio • CEH • A+ • Cloud+ • Security+ • Server+ • Data Analytics (Excel) • DoD Outstanding Achievement award • ScrumMaster (SCM) • Project Management • Microsoft MCTS • Microsoft MCPs • MsMIS (Master’s Degree in the Management of Information Systems) • LAN Admin • Web Development • DHS, VA, and CBP BI. Eligible to re-obtain Security clearance • CPR | AED | First-Aid: Current!