

MICHELLE LENTZ

TECHNICAL WRITER | EDITOR | DOCUMENTATION STRATEGIST

Seattle, Washington
michelle@innovate-elevate.ai

michelleslentz.com/technical-writing
linkedin.com/in/michelleslentz

TECHNICAL COMMUNICATION PROFILE

Technical writer and substantive editor who turns complex systems, specialized subject matter, and fast-changing technology into clear content people can use. Experienced in software documentation, technical editing, job aids, style guides, training materials, governance content, and documentation modernization. Especially effective at interviewing subject-matter experts, finding the reader's real task, and protecting technical meaning while improving clarity.

CORE CAPABILITIES

Technical writing • Substantive editing • Copyediting • Procedural documentation • Software guides • Job aids • Style guides and standards • SME interviews • Content governance • Plain language • Information architecture • Document modernization • AI-assisted editorial workflows

RECENT TECHNICAL COMMUNICATION EXPERIENCE

Innovate + Elevate, LLC | Principal & Director, AI Enablement & Change Strategy | 2025–Present

- Write and edit AI governance guidance, proposals, executive briefs, workshop materials, assessment content, and user-facing explanations for complex AI concepts and workflows.
- Translate technical, operational, and policy considerations into practical documentation for business leaders, workforce teams, and nontechnical users.
- Build and document AI-enabled workflows, evaluation approaches, and human-review processes that improve consistency without surrendering editorial judgment.

ELB Learning | Senior AI & Learning Strategist | 2024

- Created an enterprise AI Academy, role-based learning paths, governance templates, workflow guidance, and applied learning materials for responsible AI adoption.
- Served as an AI subject-matter expert, translating emerging technology, risk, and operational impact into content executives, sales teams, and learners could act on.

UPS | Senior Manager, Learning | 2019–2023

- Directed documentation and enablement for enterprise systems including Workday, ServiceNow, Salesforce, Microsoft 365, and Oracle Learning, producing job aids, procedures, facilitator materials, and employee guidance.
- Established writing, terminology, formatting, and development standards through a global training and development style guide.
- Partnered with HR, operations, technology teams, and SMEs to simplify complex processes and improve user readiness, reducing time away from operations by 25% in a redesigned onboarding program.

Oracle Corporation | Senior Learning Manager, HR/HRIS | 2012–2019

- Translated HR technology and process changes into practical documentation, learning paths, communications, and adoption support for a global employee audience.
- Led documentation and capability programs supporting HR technology transformation across 150,000+ employees and multiple regions.

SELECTED TECHNICAL WRITING & EDITING FOUNDATION

Earlier roles selected for direct relevance; dates intentionally omitted. Portfolio samples are available at michelleslentz.com/technical-writing.

Write Technology | Owner & Independent Technical Communication Consultant

- Produced and edited user manuals, online help, software documentation, training programs, proposals, and content standards for clients across engineering, software, manufacturing, learning technology, and professional services.
- Managed projects from needs analysis and SME discovery through outlining, prototyping, writing, editing, production, and delivery.

R.A. Jones | Technical Writer, Editor, Instructional Designer & Trainer

- Developed documentation and instructor-led training for complex packaging machinery and taught technical writing principles to operational employees.

Trivantis Corporation | Director of Documentation & Training

- Owned technical documentation, user guides, online help, and customer training for eLearning software and data-collection products.
- Created documentation practices and scalable operational systems while the software company expanded.

RWD Technologies | Technical Writer & Editor

- Helped develop the corporate style guide and project documentation standards; wrote and edited SAP materials and established editing procedures for a lean-manufacturing engagement.

SELECTED PORTFOLIO EVIDENCE

- Substantive engineering proposal edit with visible comments on terminology, consistency, structure, and technical clarity.
- Substantive-editing case study showing structural recommendations, author collaboration, and research support.
- Enterprise-software quick-start guide and Oracle Learning Paths job aid focused on task completion and visual guidance.
- Training and development style guide establishing reusable writing, terminology, and formatting standards.
- Business-facing AI governance white paper translating technical and organizational risk into practical action.

TOOLS & SUBJECT-MATTER RANGE

Microsoft Word and Microsoft 365 • Adobe Acrobat • Google Workspace • GitHub • HTML/CSS • MadCap Flare • Learning management systems • Workday • Salesforce • ServiceNow • Oracle • AI and automation platforms • ChatGPT/Codex • Claude • Gemini • n8n • Zapier • Firebase • APIs and webhooks

EDUCATION & CREDENTIALS

- MSc, AI in Business — Arizona State University
- Post-Graduate Certificate, Artificial Intelligence in Business — Arizona State University
- B.A., English, minor in Technical Writing — Wright State University
- Google Cloud Generative AI Leader • Hogan Assessments Certified Practitioner • 360 Leadership Certification • ICF Coaching Essentials