

Justin Whitt | justin_whitt@icloud.com | Cell: 360-620-6997

Introduction

An experienced technical writer and certified procedure professional with a diverse background in technical support and documentation bringing a unique blend of analytical problem-solving skills and attention to detail. My expertise spans technical procedure development, team leadership, and technical client support in high-pressure environments. I am currently pursuing a Bachelor in Applied Technology, Software Engineering, further expanding my technical capabilities to deliver cutting-edge solutions. I am passionate about leveraging my skills to support innovative projects and enhance operational efficiency. My broad background and variety of skills allow me to adapt easily to new environments and technology to add value to any team.

Education

Aiken Technical College, Associate in Science, Computer Programming

West Virginia University, Bachelor of Applied Technology, Software Engineering (Expected Completion 2027)

Certifications:

Procedure Professional Association Procedure Writer Certification

CompTIA A+ Certification

Technical Skills:

Microsoft Office (Advanced)

iOS Hardware & Software (Advanced)

Mac OS Hardware & Software (Advanced)

Computer Hardware (Intermediate)

Salesforce and Five9 environments

Experience with multiple programming languages (

- C++
- C#
- SQL
- JavaScript
- Visual Basic

Professional Experience

Savannah River Nuclear Solutions

Principal Procedure Writer

2022 – Present

- Develop and edit comprehensive procedures ranging from administrative tasks to technical subjects, including procurement, machining, IT, and training.
- Support the implementation of augmented and virtual reality programs.
- Assist in usability testing for the Electronic Procedure System and contributed to the development of new procedure types for the SRPPF project.

Acuity Brands Inc.

Specialist, Technical Support

2019 - 2022

- Delivered top-tier technical support for lighting control systems, resolving complex issues through analytical problem-solving and time management.
- Created and rolled out technical documentation for troubleshooting and system understanding.
- Worked extensively with Salesforce, Five9 environments, SQL Database queries, and mesh network operations.

PSAV

Entertainment Technician

2017 – 2020

- Provided audio-visual technical support for small to large events, ensuring seamless operation of AV equipment.
- Delivered exceptional customer service directly to clients in fast-paced environments.

Apple Inc.

Senior Advisor / Team Manager

2014 - 2017

- Provided technical support for Apple products, led teams through best-in-class coaching, and fostered a positive environment for business and personal growth.
- Conducted data analysis and managed multi-level reports to support business channels.