

# Robert J. Steiner

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## Senior Knowledge & Content Specialist | AI-Ready Documentation | Support Operations

*Turning complex technical concepts into accurate, agent-ready knowledge that powers AI-assisted support at scale.*

Broad documentation and knowledge management expertise spanning user guides, internal knowledge bases, API documentation, technical runbooks, online help, e-learning, and customer support scripts. Experienced owner of end-to-end content lifecycles—from intake and SME collaboration to governance, auditing, and sunseting. Drove content structuring for AI consumption, applying RAG grounding principles, hierarchical architecture, and rich metadata to improve AI agent accuracy and reduce hallucinations. Award-winning ability to maintain engagement with a remote team and deliver high-quality, user-centered content on tight deadlines.

## Technical Skills

<b>AI:</b>	Google Gemini, Claude, ChatGPT, Atlassian Rovo; applied to content drafting, AI-ready content structuring, and RAG grounding
<b>Software:</b>	Confluence (knowledge base administration and architecture), Microsoft Office (Word, PowerPoint, Excel), Google Workspace, RoboHelp, Articulate Studio, Adobe Captivate, SnagIt, Adobe Acrobat, Camtasia, Jira, Aha!, Figma
<b>Platforms:</b>	Google Cloud Platform (GCP), Amazon Web Services (AWS), Moodle LMS, SuccessFactors LMS, WordPress, SharePoint
<b>Operating systems:</b>	Windows, Mac OS
<b>Methodologies:</b>	Agile, Software Development Lifecycle (SDLC), SCORM, AICC, AP Stylebook, Microsoft Manual of Style for Technical Publications (MSTP)
<b>Technologies:</b>	JSON, HTML, HTML5, XHTML, CSS, Markdown, MySQL, XML, jQuery, JavaScript, DITA

## Professional Experience

### Technical Writer/Editor (50% office; 50% remote) | Equifax

2017 – Present

- Owned the end-to-end content lifecycle—intake, prioritization, drafting, SME review, publishing, maintenance, and sunseting—for user guides, API documentation, release notes, technical runbooks, training collateral, and demo videos for cloud-native data and analytics applications.
- Drove the content governance strategy to make product documentation AI-ready, applying RAG (Retrieval-Augmented Generation) grounding principles, hierarchical structure, document chunking, and rich metadata standards to improve AI agent accuracy and reduce hallucinations across internal knowledge bases.
- Authored and maintained internal technical runbooks used by support and operations teams for troubleshooting, escalation paths, and incident response—ensuring content remained aligned with product changes and operational workflows.
- Conducted regular content audits to identify outdated guidance, duplication, gaps, and unclear troubleshooting, then developed and executed prioritized remediation plans in collaboration with product and engineering stakeholders.
- Coordinated documentation releases with product owners in an Agile, sprint-based development environment, managing multiple concurrent projects and proactively mitigating risks to support readiness.
- Collaborated with international engineers and product owners to translate complex technical concepts into accessible, agent-ready guidance for semi-technical audiences.

- Developed and published internal guidance on AI-ready writing practices—covering content structure, chunking, metadata, and governance—adopted across my organization.
- Founding leader of the Equifax Technical Writers Guild: established company-wide content style standards, mentored junior technical writers on documentation best practices, and presented knowledge-sharing topics at monthly Guild meetings.
- Tested applications and surfaced bugs and issues directly to developers, improving product quality and documentation accuracy.

### Technology Integration Specialist (100% remote) | [Sears Holdings Corporation](#)

2000 – 2017

- Drove higher sales completions and customer satisfaction scores by writing, designing, and developing e-learning courses in Articulate and Captivate, training associates on product knowledge.
- Facilitated remote and in-person task analysis sessions to capture documentation best practices, improving operational knowledge of field associates and web app skills of corporate associates.
- Developed e-learning scenarios accessed by store associates on Point of Sale (POS) systems, increasing floor time and reducing learning hours spent in training rooms.
- Improved mobile accessibility for sales floor associates by developing mobile-friendly intranet product websites.
- Migrated, supported, and administered four different Learning Management Systems (LMSs) used by over 100K associates.
- Investigated and resolved 50+ store Help Tickets per day on the company LMS, logging issues and bugs in Jira for developers. Received the 2014 Q1 Sears Integrated Learning Solutions Divisional Recognition Award for being the #1 Help Ticket closer company-wide six times and resolving 6,500+ tickets that year.

### Fiction Author | [Amazon Author Profile](#)

2010 – Present

- Wrote and published fourteen novels (and counting), all available in print and e-book formats.
- Evaluated, interviewed, and hired vendors for copy editing and cover design.
- Developed and implemented data-driven marketing strategies (SEO, newsletters, review submissions, ad campaigns, and promotional materials) that increased sales and readership.

### Freelance Writer and Web Designer | [robsteiner.net/pro](#)

2000 – 2015

Wrote web copy, book reviews, magazine articles, style guides, press releases, newsletters, job aids, user guides, online help, and case studies, specializing in technical subject matter. Developed websites using XHTML, CSS, PHP, MySQL, and JavaScript for small businesses.

- Enabled clients to market and sell services by designing sites to W3C DOM and 508 accessibility standards.
- Wrote and developed content for a DotNetNuke (DNN) corporate intranet, facilitating distribution of human resource information and company news to a nationwide employee audience.

## Additional Experience

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**Information Architect** | Flagstar Bank | Troy, MI

**Contract Technical Writer** | Compuware | Farmington Hills, MI

**Senior Technical Writer** | Tyler Technologies (formerly New World Systems) | Troy, MI

## Education

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**Bachelor of Science (BS)**, Western Michigan University, Kalamazoo, MI. Graduated *magna cum laude*.

## Organizations and Certifications

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<a href="#"><u>Google Generative AI Leader</u></a>	2025 – Present
<a href="#"><u>Google Cloud Digital Leader Certification</u></a>	2024 – Present
<a href="#"><u>Amazon Web Services (AWS) Certified Cloud Practitioner</u></a>	2019 – 2022
<a href="#"><u>Google Cloud Platform (GCP) G Suite Certification</u></a>	2019 – 2021
<a href="#"><u>Information Mapping Certification</u></a>	2015 – 2018
<a href="#"><u>Society for Technical Communications</u></a>	1996 – 2024