

Bradley Documentation & Learning

Work Sample Library Index

12 branded portfolio samples for remote technical writing, instructional design, and AI-assisted content development

Technical Writing | Instructional Design | AI-Assisted Content Development

This index summarizes the current portfolio proof library created for Mark R. Bradley under Bradley Documentation & Learning. Each sample is designed to demonstrate current capability and can be posted on a website, attached to an application, uploaded to LinkedIn, or used as a source in NotebookLM/Gemini.

Item	Details
01. Technical Writing Sample	SOP: Converting a Video Transcript into a Training Manual - Standard Operating Procedure
02. Technical Writing Sample	Knowledge Base Article: Troubleshooting File Upload Problems - Help Article / Support Documentation
03. Technical Writing Sample	Quick Start Guide: Creating a Gamma Presentation from an Outline - Quick Start Guide
04. Technical Writing Sample	User Guide: Getting Started with AI Documentation Tools - Beginner User Guide
05. Technical Writing Sample	AI Workflow Guide: ChatGPT + Claude + Gemini + NotebookLM - AI-Assisted Documentation Workflow
06. Technical Writing Sample	Before-and-After Technical Editing Sample - Editing / Rewriting Demonstration
07. Instructional Design Sample	Course Outline: AI Productivity for Remote Professionals - Course Design / Curriculum Outline
08. Instructional Design Sample	Lesson Plan: Turning Raw Notes into Training Content - Lesson Plan
09. Instructional Design Sample	Facilitator Guide: Remote Onboarding Session - Facilitator Guide Excerpt
10. Instructional Design Sample	Learner Workbook: AI Documentation Practice Workbook - Workbook Sample
11. Instructional Design Sample	eLearning Storyboard: New Employee Systems Training - Storyboard Sample
12. Instructional Design Sample	Assessment / Quiz Sample: Documentation Skills Check - Assessment Design

Recommended Portfolio Grouping

- Technical Writing Samples: 01-06
- Instructional Design Samples: 07-12
- AI-assisted workflow proof: 05 plus the AI elements embedded throughout
- Best samples to send first: 01 SOP, 04 User Guide, 07 Course Outline, 11 Storyboard

Suggested Website Display Copy

These samples show my ability to convert complex information into clear documentation, practical training, and remote-ready content using both traditional documentation methods and modern AI-assisted workflows.

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SOP: Converting a Video Transcript into a Training Manual

Standard Operating Procedure

Technical Writing | Instructional Design | AI-Assisted Content Development

Professional Purpose: This sample demonstrates current remote-ready content development capability for employers, recruiters, and contract clients.

Purpose

Define a repeatable process for transforming a raw video transcript into a clear, structured training manual suitable for remote learners, internal teams, or customer-facing users.

Business Use Case

This workflow is useful when an organization records SME demonstrations, Zoom trainings, product walkthroughs, onboarding sessions, or technical briefings and needs them converted into reusable documentation.

Prerequisites

- Approved recording or transcript
- Defined target audience
- Access to screenshots or application environment
- SME or reviewer available for validation
- Document template or style guide

Procedure

- Confirm scope, audience, and desired output format before editing begins.
- Import transcript into a working document and remove filler language, repetition, false starts, and side conversations.
- Identify natural sections such as overview, prerequisites, procedure, warnings, tips, troubleshooting, and references.
- Rewrite spoken explanations into action-oriented steps using clear verbs such as Open, Select, Enter, Review, Save, Submit, and Verify.
- Insert screenshots, callouts, notes, warnings, tables, and examples only where they improve comprehension.
- Create a quality checklist and validate the procedure with an SME or hands-on walkthrough.
- Format the final manual with consistent headings, numbering, spacing, version control, and document ownership metadata.

Quality Checklist

- Can a new user follow the guide without the original video?
- Are all tool names, screen labels, and button names consistent?
- Are warnings and decision points clearly called out?

- Does the final document meet accessibility and readability standards?
- Is the document stored in the correct repository with version/date information?

How This Supports Remote Work

- Provides clear structure for asynchronous review and handoff.
- Shows ability to turn complex or rough information into usable content.
- Demonstrates documentation and learning design standards relevant to remote teams.
- Can be adapted into Word, Google Docs, PDF, website content, or a learning platform.

Tools That Could Be Used

Microsoft Word, Google Docs, ChatGPT, Claude, Gemini, Google NotebookLM, Gamma, Manus, Snagit, Camtasia, Captivate, Articulate Storyline, SharePoint, or a company knowledge base system, depending on project requirements.

Portfolio demonstration sample. Created to show current technical writing, instructional design, and AI-assisted content development capability. No confidential client information is included.

Knowledge Base Article: Troubleshooting File Upload Problems

Help Article / Support Documentation

Technical Writing | Instructional Design | AI-Assisted Content Development

Professional Purpose: This sample demonstrates current remote-ready content development capability for employers, recruiters, and contract clients.

Article Purpose

Help users resolve common file upload issues before escalating to support.

Symptoms

- Upload button does not respond
- File upload fails before completion
- Unsupported file type message appears
- User receives a permission or access error
- Upload appears successful but the file does not display

Likely Causes

- File exceeds the allowed size limit
- File type is restricted
- Browser session has expired
- Network connection was interrupted
- Filename includes unsupported characters
- User lacks the required permission level

Resolution Steps

- Confirm that the file size and file type meet system requirements.
- Rename the file using simple letters, numbers, hyphens, or underscores.
- Refresh the browser and sign in again to renew the session.
- Try the upload in the current version of Chrome or Edge.
- Verify that the user has the correct access role.
- Capture the exact error message and browser details if the issue continues.

Escalation Criteria

Escalate to technical support if the same issue affects multiple users, compliant files are rejected, permissions appear correct, or the platform returns a system-level error code.

Support Note

When escalating, include user email, file type, file size, time of issue, browser, screenshot, and exact error message.

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Quick Start Guide: Creating a Gamma Presentation from an Outline

Quick Start Guide

Technical Writing | Instructional Design | AI-Assisted Content Development

Professional Purpose: This sample demonstrates current remote-ready content development capability for employers, recruiters, and contract clients.

Objective

Enable a beginner to convert a written outline into a professional presentation using Gamma or a similar AI presentation tool.

Best For

- Portfolio presentations
- training decks
- course previews
- client briefings
- professional bios
- process walkthroughs

Quick Steps

- Prepare a clear outline with title, audience, purpose, and desired action.
- Open Gamma and choose the option to create a presentation from text or prompt.
- Paste the outline and ask for a clean professional deck with concise slide titles.
- Review the generated structure before adding visuals.
- Replace generic AI wording with specific examples, proof points, links, and contact information.
- Check slide readability on both desktop and mobile.
- Export, publish, or link the deck from your portfolio site.

Quality Standards

- One main idea per slide
- Short headings with strong verbs
- Clear visual hierarchy
- Consistent brand colors
- No overcrowded text blocks
- Strong final call to action

Example Prompt

Create a 10-slide professional portfolio presentation for a remote technical writer and instructional designer. Use concise slides, modern business visuals, and sections for experience, services, tools, work samples, AI workflow, and contact information.

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User Guide: Getting Started with AI Documentation Tools

Beginner User Guide

Technical Writing | Instructional Design | AI-Assisted Content Development

Professional Purpose: This sample demonstrates current remote-ready content development capability for employers, recruiters, and contract clients.

Guide Purpose

Introduce professionals to a safe, structured way to use AI tools for documentation while maintaining human review, accuracy, and quality control.

Target Audience

Technical writers, instructional designers, trainers, consultants, small business owners, and remote workers who need to create structured content faster.

Core Workflow

- Gather reliable source material such as notes, policies, screenshots, transcripts, or SME inputs.
- Use AI to create an outline, reorganize rough content, or suggest missing sections.
- Draft the first version in a documentation tool such as Microsoft Word or Google Docs.
- Review every AI-generated statement for accuracy, tone, audience fit, and completeness.
- Format the deliverable using a consistent structure and style guide.
- Validate final output with SMEs when technical accuracy matters.

Recommended Prompt Pattern

Role + audience + source material + output type + tone + format. Example: Act as a senior technical writer. Turn the following SME notes into a step-by-step SOP for new remote employees. Use clear headings, numbered steps, warnings, and a checklist.

Safety Notes

- Do not paste confidential client data into public tools unless approved.
- Do not rely on AI as the final authority.
- Always verify facts, procedures, names, dates, links, and system behavior.
- Use AI to accelerate structure and drafting, not to replace professional judgment.

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AI Workflow Guide: ChatGPT + Claude + Gemini + NotebookLM

AI-Assisted Documentation Workflow

Technical Writing | Instructional Design | AI-Assisted Content Development

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Workflow Goal

Use multiple AI tools responsibly to move from raw information to polished documentation, training, and portfolio-ready deliverables.

Tool Roles

ChatGPT for structure and drafting; Claude for long-form editing and narrative refinement; Gemini for Google ecosystem support; NotebookLM for source-grounded summaries and Q&A; Gamma for visual presentation; Manus for website/application assembly.

Process

- Collect source documents, notes, links, transcripts, screenshots, and job requirements.
- Upload or reference source materials in NotebookLM or a controlled workspace for summary and analysis.
- Create a structured outline in ChatGPT or Claude.
- Draft the deliverable in sections, then review for accuracy and clarity.
- Use Gemini/Gamma to transform final content into presentation or web-ready form.
- Perform final human review for formatting, factual accuracy, audience fit, and confidentiality.

Quality Controls

- Source-grounded summary before drafting
- Human review after each major AI step
- Version control on final documents
- Plain-language editing pass
- Final checklist before delivery

Professional Principle

AI improves speed and organization. The writer remains responsible for accuracy, usefulness, ethical handling of information, and final quality.

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Before-and-After Technical Editing Sample

Editing / Rewriting Demonstration

Technical Writing | Instructional Design | AI-Assisted Content Development

Professional Purpose: This sample demonstrates current remote-ready content development capability for employers, recruiters, and contract clients.

Scenario

A product team provides a rough process note that must be rewritten into clear user-facing instructions.

Before - Rough Source Text

The user needs to go in the thing and click whatever report they want and it should download unless the permissions are not turned on. If it does not work, they should talk to admin or try later because sometimes the system is slow.

After - Professional Rewrite

To download a report, open the Reports page, select the report name, and click Download. If the Download button is not available, confirm that your user role includes report access. If your permissions are correct but the file does not download, refresh the browser and try again. Contact your system administrator if the issue continues.

What Was Improved

- Vague phrases were replaced with specific screen and action language.
- The procedure was rewritten in a logical sequence.
- Permission-related issues were separated from system-performance issues.
- The final instruction gives the user a clear escalation path.
- Tone was changed from casual and uncertain to clear and professional.

Editing Method

Clarify the task, identify the user goal, remove ambiguity, sequence the steps, define conditions, and add a support path when the task fails.

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Course Outline: AI Productivity for Remote Professionals

Course Design / Curriculum Outline

Technical Writing | Instructional Design | AI-Assisted Content Development

Professional Purpose: This sample demonstrates current remote-ready content development capability for employers, recruiters, and contract clients.

Course Description

A practical five-lesson course that teaches remote professionals how to use AI tools to organize work, draft clearer documents, build training assets, and improve productivity without losing quality control.

Target Audience

Remote workers, consultants, trainers, writers, business owners, and administrative professionals who need to produce clearer work faster.

Course Outcomes

- Explain where AI helps and where human review is required.
- Use structured prompts to create outlines and drafts.
- Convert rough notes into documentation or training materials.
- Apply quality controls to AI-assisted work.
- Create a final work product suitable for sharing with a team or client.

Lesson Plan Overview

- Lesson 1: AI as a Remote Work Support Tool
- Lesson 2: Turning Rough Notes into Structured Documentation
- Lesson 3: Converting Information into Training Assets
- Lesson 4: Creating Presentations and Website Content
- Lesson 5: Final Review, Ethics, and Delivery Standards

Assessment Strategy

Learners complete a capstone project: one SOP, one short training outline, and one AI workflow checklist created from supplied source notes.

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Lesson Plan: Turning Raw Notes into Training Content

Lesson Plan

Technical Writing | Instructional Design | AI-Assisted Content Development

Professional Purpose: This sample demonstrates current remote-ready content development capability for employers, recruiters, and contract clients.

Audience

New technical writers, instructional designers, trainers, administrative staff, or remote content developers.

Duration

45 minutes

Learning Objective

By the end of the lesson, learners will be able to transform rough notes into a structured one-page training guide.

Materials

- Raw note sample
- training document template
- AI prompt worksheet
- quality checklist
- screen-sharing tool

Lesson Flow

- Welcome and learning objective - 5 minutes
- Demonstration: identify the audience and task - 5 minutes
- Demonstration: organize rough notes into sections - 10 minutes
- Hands-on practice: draft the guide - 15 minutes
- Peer/self-review using checklist - 5 minutes
- Wrap-up and next steps - 5 minutes

Practice Activity

Learners receive an unstructured paragraph describing a task. They identify the goal, audience, prerequisites, procedure, warnings, and completion criteria, then convert it into a short training guide.

Evaluation

Learner output is evaluated for clarity, sequence, completeness, audience fit, and formatting consistency.

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Facilitator Guide: Remote Onboarding Session

Facilitator Guide Excerpt

Technical Writing | Instructional Design | AI-Assisted Content Development

Professional Purpose: This sample demonstrates current remote-ready content development capability for employers, recruiters, and contract clients.

Session Purpose

Help new remote employees understand where to find key resources, how to access required systems, and how to request support during their first week.

Facilitator Preparation

- Confirm participant list and access status.
- Test screen share, links, and login examples before the session.
- Prepare a sample workflow that does not expose confidential data.
- Open the quick reference guide and support checklist before learners arrive.

Opening Script

Welcome. This session is designed to help you become comfortable with the core tools you will use during your first week. We will review where to find resources, how to complete your first required task, and where to go when you need help.

Teaching Notes

- Pause after each demonstration so learners can follow along.
- Ask check-in questions after each major system area.
- Use plain language when explaining acronyms or internal terminology.
- Point learners back to the job aid rather than relying on memory.
- Reserve the last five minutes for common access questions.

Success Criteria

Learners can sign in, locate core resources, complete the first required task, and identify the correct support channel.

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Learner Workbook: AI Documentation Practice Workbook

Workbook Sample

Technical Writing | Instructional Design | AI-Assisted Content Development

Professional Purpose: This sample demonstrates current remote-ready content development capability for employers, recruiters, and contract clients.

Workbook Purpose

Give learners a structured practice path for using AI to create documentation while applying human review and editing standards.

Exercise 1 - Define the Audience

Write the learner or user group, their experience level, what they need to accomplish, and what they may find confusing.

Exercise 2 - Build the Prompt

Use this pattern: Act as [role]. Create [output type] for [audience]. Use [source material]. Format it with [headings, steps, checklist]. Use a [professional, plain-language] tone.

Exercise 3 - Review the Draft

- Does the draft match the intended audience?
- Are any steps missing?
- Are all claims and procedures accurate?
- Is the order logical?
- Does the document need screenshots, notes, or warnings?

Exercise 4 - Final Deliverable

Create a one-page SOP or quick guide from rough notes. Include title, purpose, scope, procedure, quality checklist, and revision date.

Reflection Questions

- What did AI help with most?
- Where was human judgment still required?
- What would you change before sending this to a client or employer?

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eLearning Storyboard: New Employee Systems Training

Storyboard Sample

Technical Writing | Instructional Design | AI-Assisted Content Development

Professional Purpose: This sample demonstrates current remote-ready content development capability for employers, recruiters, and contract clients.

Module Goal

Teach new employees how to access the primary system, locate core resources, complete a required task, and request help.

Storyboard Table

The full storyboard would include screen number, visual description, narration, learner interaction, media notes, and assessment item.

Screen 1 - Welcome

Visual: branded title slide with system image. Narration: Welcome to the New Employee Systems Training module. Interaction: Start button.

Screen 2 - Why This Matters

Visual: simple workflow showing login, resource access, task completion, support. Narration: These steps help you become productive during your first week.

Screen 3 - Login Walkthrough

Visual: blurred/simulated login screen with callouts. Interaction: learner selects the correct login button.

Screen 4 - Resource Navigation

Visual: dashboard with labeled areas. Interaction: click-to-reveal key resource locations.

Screen 5 - Knowledge Check

Question: Where should you go if you can sign in but cannot access the required resource? Correct answer: contact the assigned support channel or system administrator.

Screen 6 - Completion

Visual: checklist. Interaction: learner downloads quick reference guide.

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Assessment / Quiz Sample: Documentation Skills Check

Assessment Design

Technical Writing | Instructional Design | AI-Assisted Content Development

Professional Purpose: This sample demonstrates current remote-ready content development capability for employers, recruiters, and contract clients.

Assessment Purpose

Measure whether learners understand basic documentation quality standards, AI-assisted workflow controls, and user-focused writing principles.

Question 1

Which section should usually appear near the beginning of an SOP? A. Marketing claim B. Purpose C. Personal opinion D. Unverified source note. Correct answer: B.

Question 2

A user guide step says, "Click the thing and finish it." What is the main problem? A. Too many details B. No action verb C. Vague language D. Too much formatting. Correct answer: C.

Question 3

When using AI to draft documentation, what should happen before delivery? A. Send the first draft immediately B. Remove all headings C. Verify accuracy and edit for clarity D. Add as much jargon as possible. Correct answer: C.

Question 4

Which item best supports remote learners? A. Clear steps and screenshots B. Long paragraphs only C. No examples D. Hidden support links. Correct answer: A.

Scoring Guidance

80% or higher indicates readiness to create beginner-level documentation with review. Lower scores require additional practice with clarity, structure, and quality control.

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