

Justin S. Severn

Senior Technical Writer | Saint Petersburg, FL

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Summary

Senior technical writer and knowledge base architect with 10+ years of experience across healthcare data, documentation, and training, including 8 years producing technical documentation. Designs enterprise documentation architecture, AI-automated publishing workflows, developer documentation, and single-sourcing strategy. Manages a 1,900+ article knowledge base; wrote 779 articles in 2026, automated Jira-to-HTML releases, and built custom AI tooling (60+ agent skills and 3 MCP servers) to scale documentation operations.

Experience

Technical Writer and AI Automation Lead, MHK

June 2024 to present | Tampa, FL

- Built AI pipelines and CLI tooling automating review, scoring, and publishing across a 1,900+ article knowledge base; absorbed full-team output after a headcount reduction.
- Authored 779 new articles in 2026 (about 2.5x the 2024 rate) and raised annual edits from 88 to nearly 1,000, moving the knowledge base from write-once to continuously maintained.
- Automated the Jira-to-published-HTML release process end to end, cutting effort from 1 day to 2 hours per biweekly cycle across 10+ consecutive on-time releases.
- Classified 17,500 support tickets with AI to close documentation gaps driving avoidable contacts, saving an estimated 875+ support hours annually.
- Authored 60+ Claude Code agent skills and 3 Model Context Protocol (MCP) servers that turn domain workflows into self-service tooling.

Analytics Product Manager, Wellsync

October 2023 to March 2024 | Tampa, FL

- Managed a software development team for an asynchronous healthcare data product serving 250,000 members.
- Interviewed subject matter experts, drafted detailed software requirements, and prioritized feature releases against customer needs and strategy.
- Produced HIPAA-compliant utilization reporting on patient data to support decision-making and regulatory compliance.
- Defined implementation quality metrics and led implementations for Carehub and Patient Portal, increasing client satisfaction by 50%.

Data Analyst and Technical Writer, Amida Technology Solutions

January 2023 to September 2023 | Tampa, FL

- Authored health IT system usage and integration documentation for government health agencies (SCDHHS and NCDHHS).
- Created documentation, visualizations, and diagrams for project deliverables used by internal and external stakeholders.
- Established and maintained a SharePoint documentation library, improving version control and secure collaboration with client stakeholders.
- Wrote contract and RFP content across 5 state proposals and built a reusable capabilities library that standardized bid content.
- Produced SAS data quality reports and applied statistical analysis to improve deliverable quality and timeliness.

Informatics Business Analyst, Florida Cancer Specialists and Research Institute

November 2021 to September 2022 | Florida

- Established and managed an enterprise knowledge base for a 100-member informatics department.
- Served as Scrum Master for a 12-member service delivery team, achieving 100% on-time sprint goal completion.
- Built and modified Power BI reports contributing to \$5 million in revenue and measurable productivity gains.
- Developed quantitative analysis queries delivering business intelligence on health record management.

Data Analyst and Technical Trainer, MHK

April 2020 to November 2021 | Tampa, FL

- Delivered virtual trainings and presentations to client teams of 50+ members within SLA commitments, raising client satisfaction.
- Configured client-specific workflows and implementations, including manual data loads.
- Used Power BI and Excel to optimize staffing from monthly timesheet data, improving operational efficiency and reducing costs.

Business Data Analyst, IntraWorlds

April 2018 to December 2019 | Tampa and St. Petersburg, FL

- Updated and maintained technical documentation for a SaaS recruitment platform.
- Built business process automations in UiPath.
- Researched machine learning integration and wrote white papers and presentations for proof-of-concept features.

Clinical Data Manager, Aeromedical Evacuation, US Air Force Reserve

February 2014 to February 2020 | Tampa and St. Petersburg, FL

- Served as lead electronic health records SME for the clinical management section and led training for 100 personnel.
- Produced and audited clinical documentation to meet federal program standards.
- Managed the infection control program at 100% compliance, supporting deployment readiness.
- Led five-member medical teams in the transport and care of 300+ wounded service members.

Additional experience

SOFWERX, Electrical Engineering Intern (August to December 2018). Wrote the operating manual for the Minitaur robot and developed a night vision K9 ISR camera.

Abacode Cybersecurity, Government Contract Consultant (March to August 2018). Wrote white papers and researched government contract opportunities.

OPSWAT, Data Quality Intern (September to December 2021). Built Salesforce data reports in Excel, Power BI, and Microsoft Access.

Skills

Documentation and publishing: Document360, Confluence, SharePoint, Jira, HTML, XML Schema, style guides, single-sourcing, release notes

AI and automation: Claude API, Claude Code agent skills, Model Context Protocol (MCP), multi-agent pipelines, Python, UiPath

Data and analytics: Python, SAS, Power BI, Excel, statistical analysis

Healthcare and standards: FHIR R4, ANSI X12 837 EDI, HIPAA, electronic health records

Delivery: Agile and Scrum, requirements gathering, RFP and proposal writing, training

Education

Master of Science in Healthcare Informatics, Healthcare Analytics track, University of South Florida, 2023

Graduate Certificate in Healthcare Analytics, University of South Florida, 2021

Bachelor of Arts in English, Professional Writing, Rhetoric and Technology, University of South Florida, 2018