

Dustin J Smith

Technical Communicator

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PROFESSIONAL SUMMARY

Technical communicator and small-business owner experienced in technical documentation, workflow guidance, web content, IT support, and client-facing communications. Collaborates effectively with subject matter experts (SMEs) and translates complex processes into clear, practical information for nontechnical audiences.

TECHNICAL WRITING PORTFOLIO

Selected technical writing and web design work is available at dustinjsmith.com

CORE SKILLS

- Technical Writing & Documentation
- UX, Usability & Accessibility
- IT Support & Troubleshooting
- SME Collaboration & Client Communication
- Web Content & Information Architecture
- Workflow & Software Documentation

PROFESSIONAL EXPERIENCE

TechTalent, LLC March 2025 - Present
Founder / Owner Faribault, MN

- Operate an independent technical writing, web design, and IT services business.
- Develop client-facing technical documentation, including reports, guides, process/workflow instructions, and website content.
- Deliver IT support, including device/network troubleshooting, configuration, and end-user assistance.
- Manage client projects and business operations, including scoping, delivery, and invoicing.

eXp Realty September 2024 - Present
REALTOR® Faribault, MN

- Craft marketing materials using data analysis to target audiences effectively.
- Develop content tailored to client needs, supporting brand visibility and trust.
- Use CRM systems to monitor communication, manage transactions, and streamline workflows.

Minnesota Real Estate Salesperson License: 40962268

Legacy House Real Estate September 2024 - Present
Copywriter Faribault, MN

- Coordinate with SMEs to create, design, and execute documentation plans.
- Draft and edit internal/external publications with Canva / Google workspaces.
- Use Meta Business Suite in alignment with marketing goals.

Cannon Valley Cleaning March 2018 - March 2026
Field Service Technician Faribault, MN

- Collaborate with property managers to understand service needs and provide solutions.
- Organize inventory, customer lists, and client invoices using Microsoft Excel and QuickBooks.
- Address property management concerns and support long-term business relationships.

EDUCATION

Minnesota State University, Mankato 2022 - 2024
Bachelor of Science in Technical Communication
Mankato, MN | GPA: 4.0

South Central College 2009 - 2012
Associate in Arts and Liberal Sciences
Faribault / Mankato, MN | GPA: 3.6