

# Ricky Johnson

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Portfolio: [www.rickyjohnsonwrites.com](http://www.rickyjohnsonwrites.com)

## Writer | Technical Writer | Content Coordinator

Detail-oriented writer with experience producing accurate, concise documentation across administrative, technical, and creative environments. Skilled in translating complex processes into accessible written materials, maintaining organized records, and supporting projects through strong writing, attention to detail, and cross-functional communication.

**Writing & Editing • Technical Documentation • Content Organization & Formatting • Proofreading • Process Documentation • Research & Information Synthesis • Stakeholder Communications • Records Management**

**RSR Group, Inc., Winter Park, FL**

**September 2025 - Present**

*Records Assistant*

- Scanned, redacted, and maintained sensitive customer documentation, ensuring accuracy and compliance.
- Updated and organized digital PDF records within internal systems, maintaining audit-ready documentation.
- Communicated with customers via phone and email to request required documentation; tracked follow-ups and status updates in Excel.
- Served as primary phone operator, routing inquiries professionally while handling confidential information.

**Asset Living, Orlando, FL**

**June 2022 - September 2025**

*Administrative & Documentation Assistant*

- Created, organized, and maintained written records, documentation systems, and process trackers supporting operations for a 2,500+ resident community.
- Processed and indexed 1,000+ records with a focus on accuracy, consistency, and adherence to internal standards.
- Prepared agendas, summaries, and follow-up documentation to support internal meetings with clear communication.

**National STEM Honor Society, Remote**

**January 2025 - May 2025**

*Video & Communications Editor*

- Developed content outlines, scripts, and structured messaging for a multi-phase video project supporting NSTEM's Chicago district.
- Translated project goals into clear written plans, timelines, and deliverables.

**Lights, Camera, Action!, Orlando, FL**

**August 2021 - May 2025**

*Secretary & Meeting Coordinator*

- Developed written agendas, presentations, and organizational materials for weekly meetings and creative programming.
- Supported event planning and documentation for film festivals and screenings serving 100+ attendees.

## EDUCATION

Bachelor of Arts in Film, Minor in Entrepreneurship (University of Central Florida - Orlando, FL)