

Nathan R. Rumsey

Strategic Operations & Communication Professional

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Professional Summary

Communication-driven, systems-minded technical writer with experience creating clear, accurate, and auditable documentation for high-reliability organizations. Specializes in data interpretation, dashboard development, and workflow design. Built dashboards and live data systems that contributed to an E-Mod reduction from 0.46 to 0.44, raised department resolution rates from 80% to 95%, and established a new 35% resolution rate for a team with no prior tracking. Tools recognized by national accreditation reviewers as among the most detailed and actionable they had encountered. Bilingual: English and Spanish.

Skills

Project & Release Coordination: Document Lifecycle Management, Project Coordination and Timeline Management, Multi-Site Operations Support, Workflow and Process Mapping, Risk Identification and Corrective Action Documentation, Procedural/SOP Writing and Editing

Technical Communication & Cross-Functional Collaboration: Stakeholder Communication, Cross-Functional Collaboration, Briefing and Leadership-Facing Summaries, Training Material Development

Data, Dashboards, and Reporting: Data Interpretation and Trend Analysis, Dashboard Development, Automated Reporting Tools, Technical Data and Auditable Publications

Documentation Systems: Document Control and Revision History, Incident Command, Training Materials

Documentation Tools & Authoring Platforms: Smartsheet, Microsoft 365 (Excel, VBA/Developer), LMS (Articulate 360, etc.), Document Versioning Systems

Education

Master of Professional Communication (*Anticipated December 2026*)

Weber State University – Ogden, Utah

Golden Key International Honor Society

Bachelor of Arts, Organizational Communication (*December 2024*)

Weber State University – Ogden, Utah

Relevant Coursework: Emphasis: Training and Development

National Communication Association Honor Society; National Society of Leadership and Success.

Certifications

- **ABCP**, Associate Business Continuity Professional (DRI International)
 - **OSHA 511**, Occupational Safety and Health Standards for General Industry
 - **FEMA ICS/NIMS**: IS-100, IS-200, IS-317, IS-700, IS-800
 - **HERT / HERT-B Train-the-Trainer**
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Experience

Project Administrator

U of U Health Salt Lake City, Utah, July 2023 – July 2026

- Developed briefing materials and leadership-facing summaries that translated technical findings into actionable insights for decision-makers.
- Built automated reporting tools in Excel (using the Developer/VBA environment) and Smartsheet, including custom data collection and database interaction methods that surfaced trends and supported leadership decisions.
- Redesigned a Safety Audit and Data Analysis program, improving the audit finding resolution rate by 15% by building a tracking system that measured the ratio of findings identified to findings resolved.
- Coordinated continuity planning activities including plan maintenance, risk identification, and operational dependencies.
- Maintained policy-aligned emergency response and continuity documentation, ensuring clarity, compliance, and audit readiness across a large clinical network.
- Built job aids, checklists, and quick-reference guides that supported on-shift execution.
- Developed hybrid and LMS-based training materials for 100+ staff.
- Standardized formatting, terminology, and structure across multiple document families.
- Turned technical data into time-compliant, auditable publications.

Emergency Preparedness Coordinator

U of U Health Salt Lake City, Utah, July 2021 – July 2023

- Converted exercise findings into prioritized documentation updates.
- Built clear, accessible materials for staff with varying levels of technical background.
- Developed training materials and curricula that standardized emergency procedures across clinical teams.
- Authored guides, checklists, and job aids that supported staff during drills and real events.
- Maintained emergency response plans and continuity documentation.

Maintenance Engineer

U of U Health Salt Lake City, Utah, September 2019 – July 2021

- Coordinated contractors and engineering teams to align technical requirements.
- Reviewed vendor manuals and technical specifications to inform maintenance procedures.
- Translated technical details into clear, practical instructions for frontline staff.
- Documented incidents and communicated findings to leadership.

Maintenance Technician, promoted to Team Lead, promoted to Interim Shift Supervisor

Malnove Inc of Utah Clearfield, Utah, June 2015 – September 2019

- Managed shift priorities and coordinated work across multiple teams.
 - Wrote and revised SOPs and onboarding materials for technicians.
 - Led shift-level documentation and communication during night operations.
 - Improved procedural clarity to reduce onboarding time and errors.
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