

KYLE M. SUTTON

Client Success • Communication • Technical Writing • Clarity Coaching

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SUMMARY

Warm, grounded professional with 35+ years of experience in client communication, clarity coaching, technical writing, administrative support, and compassionate care. Known for deep listening, emotional intelligence, and the ability to bring calm and clarity to complex or emotionally charged situations. Seeking part-time remote work in client support, documentation, communication, or administrative roles.

CORE SKILLS

Client Success & Support
Clear, Calm Communication
Technical Writing & Documentation
Clarity Coaching & Guidance
Deep Listening & Empathy
Editing & Content Development
Training & User Support
Workflow Organization
Care Coordination & Scheduling
High Integrity & Confidentiality

EXPERIENCE

EVENT COORDINATOR

Calvary Church of the Nazarene — Fairfax, VA

2022 – Present

- Support families through weddings, funerals, and major events with clarity and compassion.
- Manage logistics, communication, volunteers, and schedules.
- Provide steady presence during high-emotion situations.

CLARITY COACH & CREATIVE CONTENT GUIDE

Independent

2013 – Present

- Help clients move from overwhelm to clarity through deep listening and structured guidance.
- Support writers and creatives with story development, editing, and message clarity.
- Offer emotional grounding and direction during transitions.

TECHNICAL WRITER

Hewlett-Packard — State of SC Contract

2010 – 2013

- Authored SOPs, user guides, and documentation for state systems.
- Translated complex technical content into clear, accessible language.
- Collaborated with analysts, developers, and government staff.

IT SPECIALIST / TECHNICAL WRITER

Administrative Office of the U.S. Courts

2003 – 2006

- Trained 33,000+ judiciary employees on PeopleSoft systems.
- Created technical manuals, SOPs, and training materials.
- Standardized documentation and improved user comprehension.

GLOBAL STATISTICIAN

Landmark Worldwide

2003 – 2015

- Managed reporting for 3,500+ participants across 4 continents.
- Trained and supported global statisticians.
- Ensured accuracy, clarity, and deadline compliance.

INDEPENDENT CONSULTANT — TECHNICAL WRITER / PROPOSAL WRITER

ManTech • Booz Allen Hamilton • NTMI
2001 – 2003

- Developed proposals, manuals, and system documentation.
- Coordinated deadlines and deliverables across federal projects.

TECHNICAL WRITER / TRAINING LEAD

Raytheon • E-Systems • PSI International
1991 – 2001

- Documented VA, DoE, IRS, and U.S. Customs systems.
- Led WordPerfect → Word conversion.
- Supported unmanned aircraft documentation and Y2K readiness.

EARLIER EXPERIENCE

AT&T / C&P Telephone — Installer, Operator, Trainer (1979–1989)
Fairfax Hospital (Inova) — Oncology Support (1977–1979)

EDUCATION & TRAINING

Southern University (1975) - Business/Psychology

Northern Virginia Community College (1976 - 1978) - Business/Psychology

Landmark Worldwide

My training reshaped how I show up as a leader, a communicator, and a creator. Through the Landmark Forum, the Advanced Course, and the Self-Expression & Leadership Program, I learned to recognize unseen assumptions, take ownership of my impact, and generate results from possibility rather than circumstance. The Communication (Access to Power / Power to Create) courses strengthened my ability to listen deeply, speak with intention, and build conversations that move people forward. In the Team Management & Leadership Program, I developed the capacity to lead through collaboration, accountability, and vision—skills I now use to elevate teams and empower individuals. The Extraordinary Seminar further grounded my commitment to living from purpose, integrity, and choice. Altogether, this work expanded my capacity to transform breakdowns into breakthroughs and to create environments where people discover what's truly possible for their lives.

The Coaches Institute

Deepened my ability to translate real-life experience into meaningful guidance. I learned to listen beneath the surface, ask catalytic questions, and help others move toward clarity and purpose. The program strengthened my confidence, sharpened my intuitive and practical coaching skills, and equipped me to support others in ways that are both grounded and transformative.

Business Endeavors

Across my business endeavors—whether through Mauldin Books, Shepherd's Way Publications, Spiritelligence, The Life Purpose Project, StoryHouse, or Eden Creative Designs—I operate at the intersection of creativity, purpose, and transformation. I build brands that help people explore who they are, what they believe, and what they're capable of creating. My work spans writing, publishing, coaching, curriculum development, creative direction, and experience design that awakens personal meaning.

In each company, I blend strategic thinking with a deeply intuitive approach: shaping stories that resonate, crafting visuals that inspire, and developing frameworks that move people forward. I lead teams, manage long-form projects, oversee multi-brand design systems, and create resources that invite others into growth—spiritually, personally, or creatively. What drives me is not simply producing content but building ecosystems where purpose, artistry, and human transformation are possible.

REFERENCES

Available upon request