

JOSHUA BECHTEL

AI Knowledge Strategy & Information Architecture

EXECUTIVE SUMMARY

Strategic knowledge systems leader with 20+ years of experience architecting scalable information ecosystems that power execution at enterprise scale. I design structured, accessible knowledge frameworks that meet teams in their moment of need, eliminating friction, reducing operational risk, and strengthening performance across complex environments. Experienced in aligning documentation strategy with executive priorities, regulatory requirements, and AI-driven transformation initiatives. Recognized for converting institutional complexity into structured clarity that accelerates growth and prevents silent failure. Positioned to lead knowledge strategy at the Director level or above, where knowledge design directly shapes operational excellence and long-term scalability.

CORE COMPETENCIES

AI Knowledge & RAG Architecture
Information Architecture & Taxonomy Design
Enterprise Content Governance
Enterprise Knowledge Strategy
Metadata Modeling & Structured Authoring
Executive & C-Level Advisory
Change Communication & AI Enablement
Program & Cross-Functional Leadership
Stateless & Modular Content Systems
Process Optimization & Workflow Design

PROFESSIONAL EXPERIENCE

Principal Communications Associate - Enterprise Strategy | [Capital One](#) | 2025 - Present

Remote

- Lead enterprise knowledge communication strategy for Technology and Enterprise Operations, designing scalable narrative systems that accelerate AI-driven modernization across 11,000+ employees.
- Evaluate and architect AI-assisted content pipelines - including retrieval-ready formatting, structured prompting, and automated QA workflows - reducing communication delivery time by 25% while increasing message precision.
- Serve as a strategic consulting partner to senior technology leaders, product teams, and governance bodies, translating complex AI initiatives into actionable enterprise communications.
- Direct multi-channel editorial operations and stakeholder review workflows, applying data-driven insights to optimize engagement and knowledge adoption.
- Spearhead cross-organizational knowledge continuity for Capital One/Discover integration, designing structured communication pathways that ensure frictionless employee transitions.

Lead Documentation Program Manager - Knowledge Architecture | [Discover Financial Services](#) | 2023 - 2025

Remote

- Established enterprise standard for AI-ready knowledge delivery by architecting a stateless, metadata-driven documentation platform enabling automated content assembly and scalable reuse.
- Designed machine-ready content structures optimized for RAG frameworks, dynamic learning paths, and real-time policy/procedure retrieval across enterprise AI systems.
- Built enterprise content governance models defining taxonomy, metadata strategy, cross-system alignment, and lifecycle standards serving compliance, technology, and business stakeholders.
- Led AI knowledge enablement strategy during Discover's integration into Capital One, designing structured transition documentation and cross-system pathways aligned with AI governance.
- Produced technology adoption guides and integrated playbooks for Issue, Incident, and Problem Management - optimizing information findability and reducing escalation rates.

Senior Content Architect / Business Analyst | Devr, Inc. | 2022 - 2023

Tallahassee, FL

- Designed and validated a fully stateless content system with modular content types, metadata schemas, and platform specifications engineered for large-scale AI/ML automation.
- Built an auto-curation framework leveraging AI/ML heuristics to assemble personalized, context-aware content experiences based on user attributes and system constraints.
- Developed formal SDLC documentation structures, pattern libraries, and governance models; contributed to regulatory submissions through structured traceability systems.
- Integrated automated documentation workflows directly into engineering build systems for IoT and embedded platforms.

Senior Technical Writer / Business Analyst | Bond-Pro, Inc. | 2020 - 2022

Remote

- Designed and implemented SDLC-aligned documentation frameworks with process diagrams, swimlanes, and traceability models; reduced errors by 20% and significantly increased operational velocity.
- Authored 200+ documentation assets including SOPs, user guides, and release materials; led UAT coordination and cross-functional technical communication.

Technical Writer / Intermediate Trainer | Tata Consultancy Services | 2018 - 2020

Remote

- Produced 5,000+ documentation components for APIs, SOPs, and knowledge bases; consolidated fragmented content into a universal user guide serving 3,800+ new hires - reducing onboarding time by 40%.

Technical Writer / Intermediate Trainer | Transamerica Premier Life | 2011 - 2018

Remote

- Delivered 3,000+ high-severity documentation changes across 74 major projects spanning 25 departments; improved content turnaround time by 40%.
- Achieved and sustained under 2% documentation related process error rates for 49 consecutive months across Florida New Business operations, outperforming enterprise benchmarks by 10%+.
- Founded and led the Transamerica Pride ERG, strengthening organizational culture and executive-visible leadership presence.

KEY ACHIEVEMENTS

- Reduced enterprise onboarding time by 40% by architecting a universal knowledge guide for nationwide operations at Transamerica.
- Improved content discoverability and usability by 30% through structured information architecture and taxonomy frameworks.
- Increased client operational capacity by 150% through process and documentation optimization at Bond-Pro.
- Designed and deployed stateless, AI-ready content architectures now adopted as enterprise knowledge standards at Discover/Capital One.

TECHNICAL SKILLS & TOOLS

AI Tools: ChatGPT, Claude, Copilot, Gemini, Canva AI

Architecture: Markdown, Information Mapping, DITA

Platforms: SharePoint, Azure DevOps, GitHub, ServiceNow

Design: Figma, Visio, Miro, Adobe Suite (Acrobat, PS)

Learning: DominKnow, RoboHelp, Dendron, LxD/LMS tools

Office: MS Office 365, Jira, HTML/CSS (working knowledge)

EDUCATION & CERTIFICATIONS

B.S. Management & Organizational Leadership - St. Petersburg College, 2017

A.A.S. Management & Organizational Leadership - St. Petersburg College, 2015

Certifications: Certified Information Mapper (Information Mapping International) · Associate, Life Management Institute (LOMA)
· Associate, Customer Service (LOMA)