

JEFFREY GAGE
A LETTER OF INTRODUCTION

Dear Hiring Manager,

Thank you for taking the time to review my CV.

My name is Jeffrey Gage, and I am currently exploring opportunities to use my diverse skills and more than 25 years of experience to benefit an organization in Colorado Springs, while also remaining open to remote and hybrid opportunities.

Throughout my career, I have worked at the intersection of communications, technology, and publishing. While my titles have varied, from software developer and user experience designer to publishing director, technical writer, and missionary technologist, the work itself has remained consistent: helping organizations communicate more clearly, work more effectively, and turn ideas into reality.

I enjoy bringing clarity to complexity. Sometimes that has meant designing software, building websites, writing documentation, creating educational content, or improving user experiences. Other times it has meant leading publishing projects, producing communications, mentoring others, speaking at conferences, or helping teams align around a shared goal.

Since 2010, I have worked with two international nonprofit organizations, including eleven years living in Germany from 2014 to 2025. Through my work with Greater Europe Mission and, more recently, LightSys Technology Services, I have developed digital products and communications for diverse audiences while collaborating with distributed teams and organizational partners. These experiences strengthened my adaptability, cross-cultural communication, and ability to understand complex needs and turn them into practical solutions.

As I consider the next chapter of my career, I am seeking a full-time professional position where I can apply my experience in technology, communications, publishing, and leadership to make a meaningful contribution.

My CV and portfolio provide additional information about my professional experience and samples from selected projects. If you believe my background may be a good fit for your organization, I welcome the opportunity to learn more about your work and discuss how I might contribute.

Thank you again for your time and consideration.

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PROFESSIONAL SUMMARY

Editorial and communications professional with 25+ years of experience translating complex ideas into clear, audience-centered publications, technical content, and multimedia resources. Experienced in developmental editing, copyediting, publishing operations, technical communication, and cross-functional content production. Skilled at collaborating with subject matter experts, strengthening narrative structure, preserving authors' voices, and managing projects from concept through publication. Brings international experience, technical fluency, and practical expertise with AI-assisted research and editorial workflows.

CORE COMPETENCIES

- **Editorial and Publishing:** Developmental Editing, Copyediting, Content Strategy, Long-Form Publications, Technical Writing, API and Database Documentation, Help Systems, Editorial Standards
 - **Content and Project Leadership:** Multimedia Storytelling, Information Architecture, UX Writing, Publishing Workflows, Quality Assurance, Stakeholder Management, Cross-Functional and International Teams
 - **Technology and Data:** Microsoft 365 (Word, PowerPoint, Excel, Teams), Content Management Systems (WordPress, Wix), Adobe Creative Cloud, UX Design, AI-Assisted Research and Content Development
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PROFESSIONAL EXPERIENCE

Technical Designer & Writer • LightSys Technology Services • 2025-Present

- Write and edit recurring articles, organizational updates, technical documentation, training resources, and digital content for internal and external audiences.
- Collaborate with organizational leaders and subject matter experts to clarify complex technical and operational information for intended audiences.
- Coordinate written, web, and multimedia content for organizational initiatives and events.
- Lead content strategy, user research, information architecture, UX design, and front-end implementation for digital projects including the GRN Map App and MissionInfoBank.
- Apply human-directed AI workflows to research, planning, editing, design, and technical problem-solving while reviewing results for accuracy and quality.

UI/UX Designer, Front-End Developer, Writer • Greater Europe Mission • 2010-2025

- Developed content, information architecture, user experiences, and front-end interfaces for more than a dozen international digital initiatives, including mobile applications, interactive storytelling experiences, secure communication platforms, and multilingual websites.
- Collaborated with subject matter experts, communicators, designers, and developers to translate complex organizational objectives into accessible digital products.
- Contributed throughout the product lifecycle, including research, content strategy, prototyping, implementation, launch, and ongoing improvement.
- Wrote website content, interface copy, technical documentation, training materials, promotional scripts, and supporting communications, including the content and user experience for CinemaOutreach.com.
- Presented workshops, mentored interns, advised staff and volunteers, and served on the planning committee for an international technology conference.

Senior Technical Writer • Envoy Financial, Inc. • Colorado Springs, Colorado • 2010-2012

- Created and maintained hundreds of fillable financial forms for print and digital use, ensuring accuracy, consistency, and accessibility for internal and external audiences.
- Analyzed information from large, complex databases and prepared internal and external reports using Microsoft Word, Excel, Access, and SQL Server.

Director of Publishing • Community Bible Study • 2006-2009

- Directed a six-person publishing department responsible for developing, editing, designing, and producing long-form educational publications for hundreds of thousands of participants worldwide.
- Managed the development and production of hundreds of documents, coordinating authors, editors, designers, organizational leaders, and other contributors across multiple concurrent projects.
- Oversaw developmental editing, copyediting, document design, quality control, production schedules, and publishing workflows across an extensive publication library.
- Guided subject matter experts through the development of new publications covering Genesis and Job, strengthening organization, clarity, consistency, and accessibility while preserving author voices.
- Established editorial standards, style requirements, and production processes that improved quality, consistency, and efficiency.

Technical Writer and Project Lead • Kofax • Irvine, California • 2003-2006

- Promoted from a four-person writing team to project lead and ultimately sole dedicated writer for Ascent Capture, Kofax's flagship enterprise document-capture platform.
- Wrote and edited the product's printed documentation and help systems, translating complex software functionality and business workflows into accurate, task-oriented content.
- Managed multiple complex documentation projects against detailed release schedules, adapting quickly to changing requirements, priorities, and deadlines.

Quality Assurance Analyst and Technical Writer • Smead Manufacturing Company • Fullerton, California • 2001-2003

- Served as QA analyst and sole technical writer on a Microsoft Certified Partner team that delivered 11 software releases.
- Created help systems and collateral for all 11 releases, translating complex software into task-oriented guidance for multiple markets.
- Identified and documented thousands of software defects, inconsistencies, and usability issues before release while contributing user-centered design recommendations that simplified workflows and reduced dependence on documentation.

Technical Writer • Subscriber Computing, Inc. • Irvine, California • 1998-2001

- Authored a 500-plus-page API software development kit that enabled internal engineers and third-party developers to integrate with the company's telecommunications platform.
- Created a 200-plus-page ODBC Data Dictionary defining each database table and field, then converted both publications into searchable help systems using RoboHelp 2000.
- Established a document-management system that published documentation in PDF format through the corporate intranet, giving employees centralized access to current resources.

EDUCATION

BA, English - California State University, Fullerton

BA, Biblical Studies - Calvary Chapel Bible College, Twin Peaks, California

Editing & Communications Portfolio

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This portfolio presents examples of my work in:

- Editorial strategy
- Developmental and line editing
- Technical communication
- Multimedia content
- Information architecture
- Digital product communication

While the formats vary, each sample reflects a common goal: helping organizations communicate clearly, engage their audiences, and advance their mission.

In short, I have a proven track record of helping subject matter experts transform complex information into clear, accurate, audience-centered content. My experience spans long-form publishing, enterprise software documentation, developmental and line editing, multimedia campaigns, digital products, and international organizational communications.

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GRN Map App Redesign Proposal

Jeffrey Gage | Product Analysis, UX Design, and Technical Communication

The existing mapping application contained extensive language-resource data but was difficult to use on smaller screens and divided important functions across competing workflows. Following an all-day stakeholder meeting, I synthesized feedback into a 34-page product analysis and redesign proposal.

I established the design priorities, reorganized the information architecture, consolidated search behavior, created mobile and desktop mockups, documented interaction requirements, and identified technical considerations and edge cases.

This excerpt demonstrates: stakeholder collaboration, content strategy, information architecture, UX writing, functional documentation, mobile-first design, and communication of complex technical concepts.

Product Analysis and Redesign Proposal

Selected Excerpts from a 34-page stakeholder proposal.

The following represents a proposal for potential changes to the GRN Map App.

This version has been updated to include feedback given and discussions had during our April 27 in-person all-day meetings. The most significant changes include:

1. Unifying Search into one field thus removing the “By Location” and “By Language” tabs on the Search screen.
2. Using Google Maps as inspiration, hover the Search field at the top of screen over the map.
3. Replacing the Legend tab with the Search tab as the first of the three tabs on the main screen. This change will apply to most of the images in this document.
4. Show that the new Search field over the map and the Search tab in the bottom toolbar both do the same thing:
 - a. When either are selected, the Search screen displays and the keyboard opens (if on a device).
 - b. Buttons for Select Region and View My Location appear below.
 - c. Optimally, search results will display while the user is typing, but if that is not technically possible, there will be a “Go” button the user will use to commit the search results and begin the search.
 - d. There will be a tooltip or some sort of information displaying on the screen to let the user know the types of data the user can search for (i.e. language name, country, city, etc.).
5. Moving access to Legend to a hover button directly over the map in the lower left corner.
6. Changing the icon used for Legend.
7. Unifying the Information tray thus removing Web View and Table View and only displaying one set of Information.
8. Removal of the GRN Recorded Language layer with the understanding and plan that Language Resources and IMB UUPGs will be merged to avoid copyright issues with the GRN data.
9. Removal of IMB UUPGs for the reasons in the previous point.
10. Reorganization of the Layers page to present Language Resources as the primary layer with the rest of them being secondary.
11. Incorporate and remove Sections 3 and 4 (Tour and Draw Tools) into the larger document.
12. Adopt the alternate selection and add a button to Search labeled “Search Region” which shows the results of all the markers in the visible region of the map at the

current zoom factor. If the zoom factor is too large (not zoomed in enough) we'll have to figure out how to gracefully handle this situation (two initial ideas: 1. Select the max-sized region at the center of the current view and return that. 2. Alert the user to zoom in on the map before attempting Search Region again. Of these two options, 1 would be best for the user.

Small Screen Redesign

This first section focuses on how the site might look on a smaller screen. The second section explores how these ideas could extend to larger screens.

I've added icons to most functions in the app to improve visual clarity and help users more easily remember how to navigate it.

Goals and Objectives

Here are the goals and priorities that guided these suggestions, listed in order of importance:

1. **Small Screen.** The current app does not function well on smaller screens, particularly in portrait mode, and is also limited in landscape. I designed these concepts with portrait use in mind.
That said, I'm not certain how well this would translate to landscape on smaller devices. If this were a native app, disabling rotation might be worth considering, though that may not be feasible on the web. My assumption is that most users prefer portrait and may not expect full landscape support especially on a smaller device.
2. **Keep Core Functionality.** The goal here is not to change things unnecessarily, but rather to reposition existing functionality in ways that may feel more intuitive. In many cases, I've included screenshots of the current app within the design suggestions to show continuity.
3. **Streamlining.** I aimed to make the most frequently used features more accessible. For example, "Neediest Language of the Day" is positioned alongside Legend and Info. I also looked for opportunities to combine features where it seemed helpful, such as consolidating the two existing info tabs into one.
4. **New and Color-Coded Icons.** I explored a revised icon system and added icons in places where they seemed to be missing. Labels are also included to improve clarity. I've created these icons from scratch and can provide them in any needed format.
5. **Simplicity/Elegance.** I've tried to keep the design simple, straightforward, and as self-explanatory as possible. To me, this reflects a more modern and approachable design style, though I'd welcome feedback on how well this comes across.

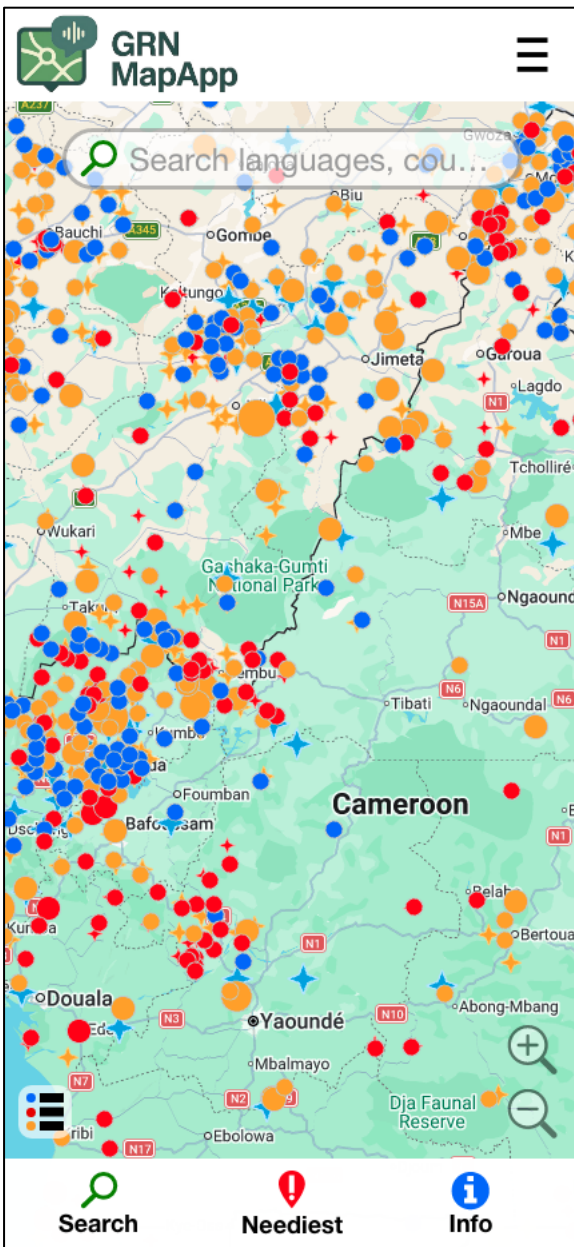


Figure 7: Default Home Screen, Part 1

Default Home Screen, Part 1

This home screen keeps the map front and center while still providing access to all current functionality.

A thoughtfully chosen default location and set of layers could help users more quickly understand how to use the app.

The current layers and location could be saved so that when users return, they can pick up where they left off.

The map could follow interaction patterns familiar from other map apps (such as Google Maps or Apple Maps).

- Selecting (tapping or clicking) a map icon opens the Info tray.
- Dragging with one finger moves the map.
- Pinching/Pulling with two fingers changes the zoom level.

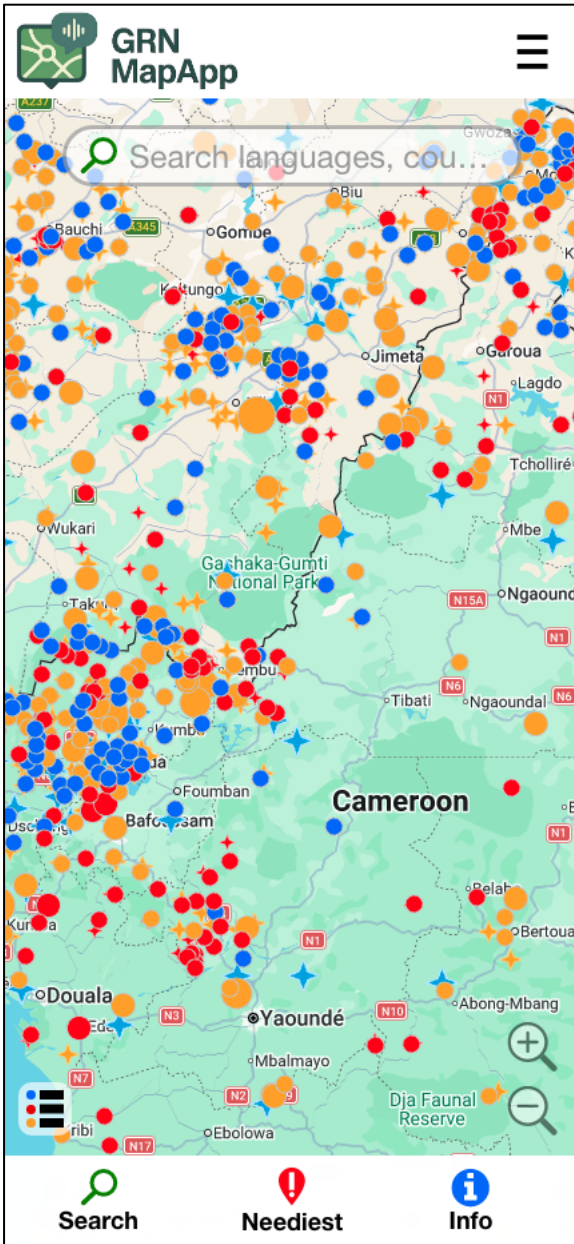


Figure 8: Default Home Screen, Part 2

Default Home Screen, Part 2

Hamburger Menu – Opens a menu with access to additional features.

Search – Selecting the text box at the top and the tab at the bottom do the same thing. They both open the Search page.

Legend button. Opens the Legend panel.



Zoom in/out buttons. Selecting these is the on-screen affordance to change the magnification on the map plus or minus. Pinching and pulling on a touch screen and rolling the mouse wheel will do the same thing.

Neediest – Opens the “Neediest Language of the Day” tray.

Info – Opens the Information tray.

Note: Selecting any of these tabs while already open closes the tray.

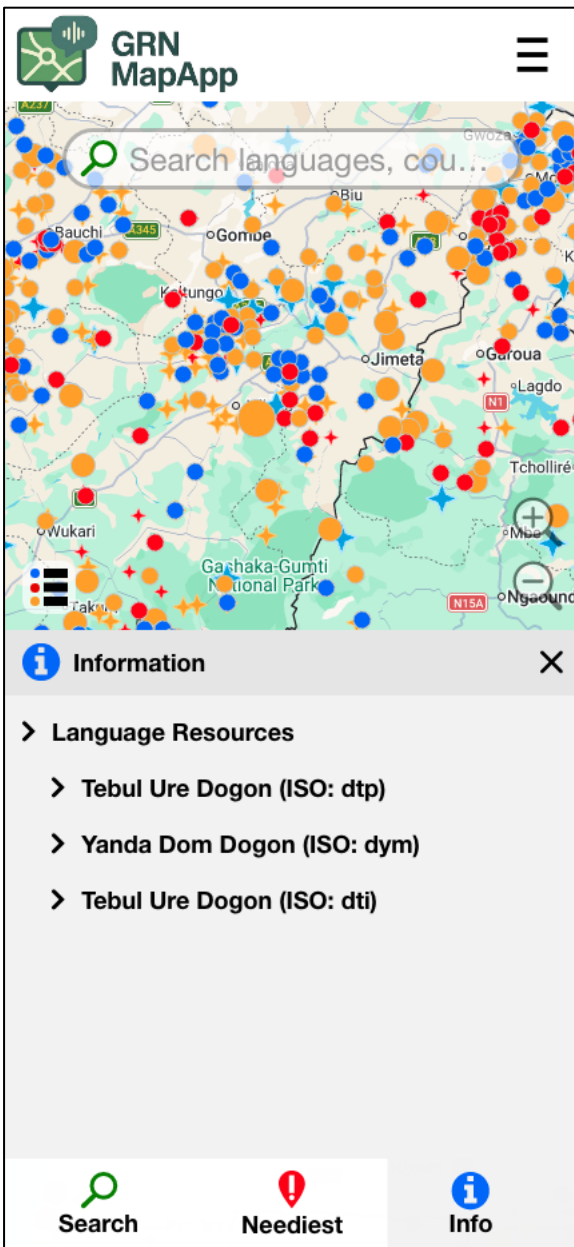


Figure 14: Information, Multi Data

Information, Multi Data

It is possible to select multiple markers on a layer depending on the zoom factor and proximity. I'm calling this Multi Data.

In this situation, the layer is still indicated and each language is listed with their ISO code in parentheses. When selected, the language expands to reveal the data available, indented to fit the accordion tree we've established. If another language were selected, the other would collapse, allowing only one language to be visible at a time. This reduces visual clutter and limits unnecessary database calls.

In my testing, I couldn't select data from multiple layers with one exception: the Language Resources and GRN layers currently allow this. We're planning to remove the GRN layer so that would solve the need to design for this situation, but we still should plan for it as an outlier. In this case, the different layers would list with their content indented appropriately, still only allowing the content of one accordion point at a time, collapsing others.

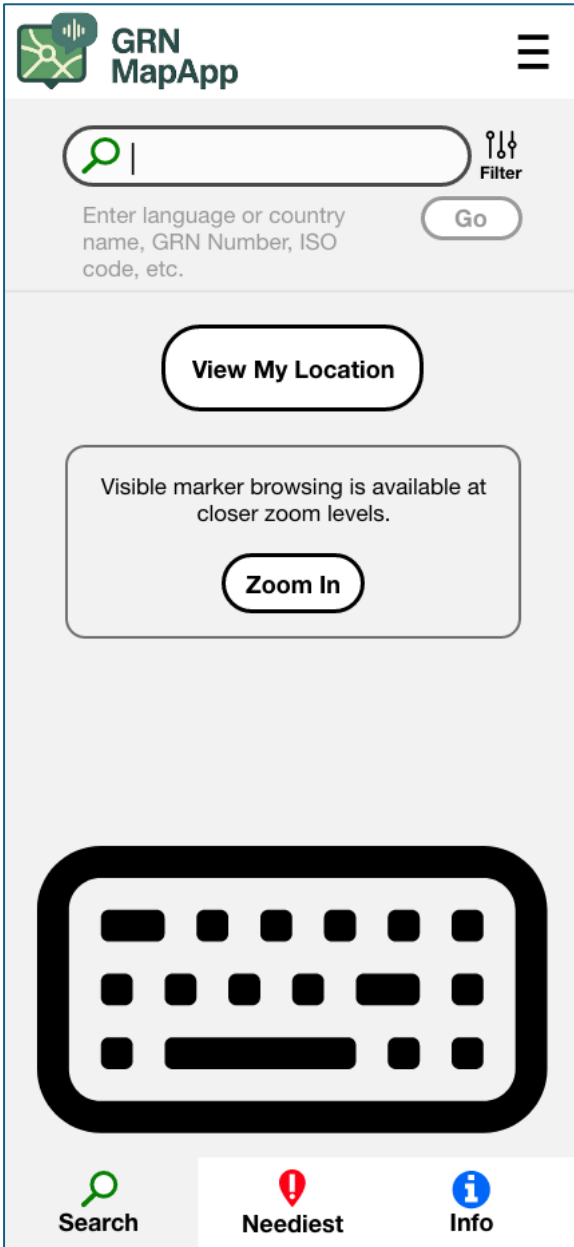


Figure 15: Search, Universal

Note: The Search tab is selected in the bottom toolbar.

Search, Universal

This functionality is significantly different from prior versions. Before, there were two search mechanisms, one to search by location and the other to search by language. A decision was made to combine these search functionalities and allow the user to search both from one search field.

This page can be accessed three different ways:

- The search tab in the bottom left of the screen.
- Selecting the hovering search field at the top of the screen over the map.
- The  hamburger menu

Search field – This field is where the user enters their search text. This field has focus upon entry.

 **Filter** – Opens the filter drop down.

Go – This button will be removed if we're able to have live/dynamic search results appear as the user types. Otherwise, this button commits the search mechanism.

View My Location – This would close the Search page and zoom the map to the device's current location, assuming the user grants location permissions. Handling permissions thoughtfully will be important, especially on mobile devices.

Zoom In – This closes the search page and sets the zoom level to the highest level where Visible Marker Browsing becomes available. However, if the current level is at that zoom level or closer, there's no change to the map viewport.



Figure 16: Search Results

Search Results

In this example of a search result, the string “Fr” has been entered. Search results will ideally load dynamically as the user types; otherwise, selecting Go submits the search.

Search results are grouped by type and the number of hits within that type are also listed. Results may also include subtypes.

The details included for the different types are to be determined.

The Go button becomes active when the search field contains text.

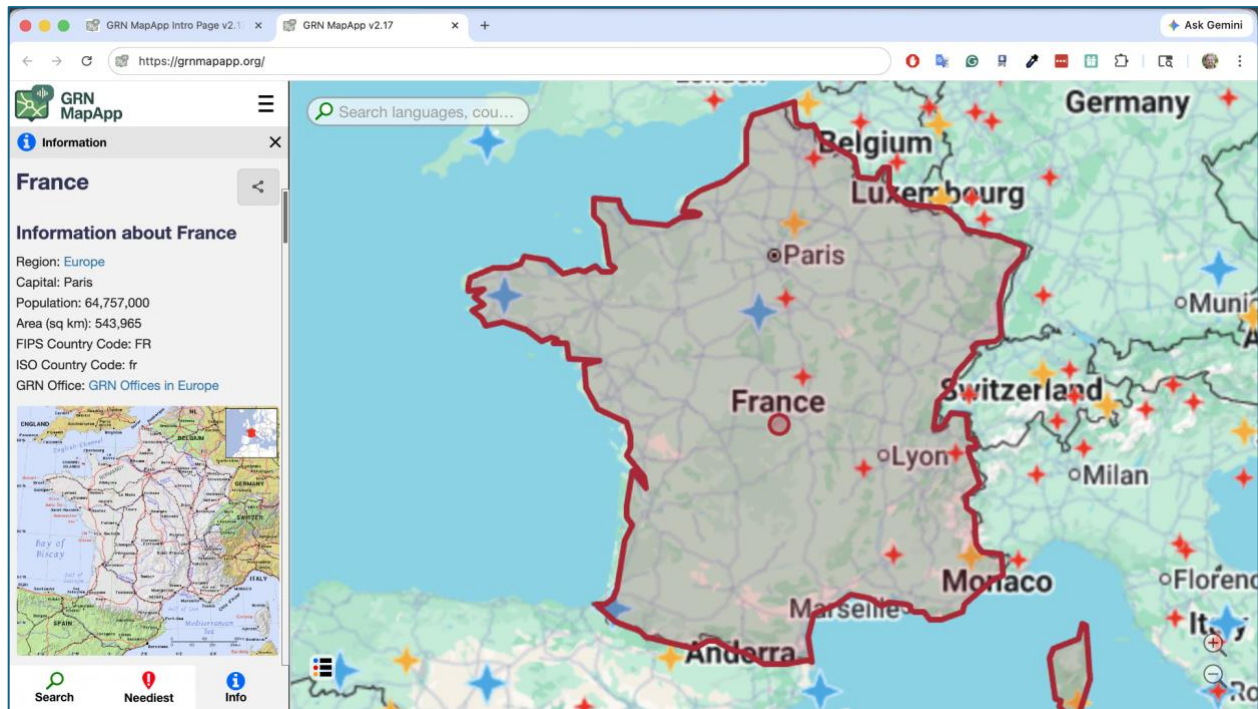


Figure 30: Large Screen Search Results Selected

Large Screen Search Results Selected

Searching fills the left-hand panel, and when a result is selected, the map on the right displays it. The mockup uses the existing GRN data model, which is scheduled for replacement.

Developmental Editing

Strengthening Structure & Message

I served as developmental editor for a ministry newsletter drafted by another writer, identifying the central theme, restructuring the narrative, adding context, and revising the content for clarity and impact.

Original Draft

Hi Friends,

We are gearing up for a busy spring. We will be hosting Code-A-Thon students soon. We will have over 50 students from various universities coming to Colorado to work on coding projects for various mission organizations. If you are in Colorado Springs, and would like to participate in this we're looking for host families for these university students one week at a time. And we are also looking for people who could do some meal preps. [Link]

We heard a message this last weekend on Humility. It was a good reminder that we serve a King in an upside down Kingdom compared to the World. Our King, is gentle and lowly (humble). He is a good Shepherd that leads us to quiet waters to restore our souls. But He also will lead us through dark valleys full of enemies and even death. He is a Father that will prune us when we get a little overgrown and puffed up. But He is also a Father that knows our weaknesses and has compassion on us. In a world where we think of money, fame and health as goals of success, we as believers often forget God's goal for us is to be humble like Him.

Pride was the first sin that cast Satan out of Heaven. I've been praying for success in some areas of life. And it hit me one day that maybe God needs to keep me humble in certain areas for my own good. Perhaps I need to realign His goals and my goals for more success in my prayers.

Well, transition back to the States has been rough at times. We really miss the people who were in our lives in Germany. Yet the Lord has blessed us with new opportunities to serve Him and nearness to our family. He is our Good Shepherd. And we can all trust that, "He leads us in paths of righteousness for His name's sake."

The published version below demonstrates how I restructured the original draft, expanded its central theme, and refined it for clarity, narrative flow, and reader engagement.

Published Version

Dear John and Amy,

We're gearing up for a busy spring. Code-a-Thon season is just a few weeks away, and we're getting ready to host college students and young professionals for the whole month of March. We'll have a few staying in our home, and Jeff will be busy at work mentoring, leading, and serving more than 50 participants throughout the month.

The Code-a-Thon does have some practical needs where you might be able to help. If you live in the Colorado Springs area, pray about hosting students or making meals. If you don't live in the area, you could have snacks or drinks delivered through an online order. Learn more about these options and fill out the questionnaire at bit.ly/lightsys-host.

We're really excited about this next busy season because we see it as confirmation of why God has called us back to Colorado Springs. A long time ago, God spoke to Jeff's heart and told him that He would enlarge the place of his tent and that his influence would spread to the right and to the left (1 Chronicles 4:10, Psalm 31:8, Isaiah 54:2-3). For eleven years in Europe, his focus was there, and his tent expanded. That was good and right. But now, with LightSys, his view and range are broader.

Though small, LightSys's reach spans the globe. For example, the 20 projects submitted for Code-a-Thon this year represent seven Christian ministries focused on Bible translation, Scripture access, linguistic research, global prayer mobilization, digital mission infrastructure, and technology tools that support frontline Gospel work around the world. The fifty students are coming from seven different universities. These are exciting times.

Editorial decisions

- Replaced three disconnected topics with a single unifying narrative ("expanding our tent").
- Reorganized the article around God's calling rather than a chronological update.
- Added ministry context to help readers understand the significance of Code-a-Thon and LightSys.
- Shifted the tone from informational reporting to an invitation to participate in the ministry.
- Built a clearer foundation for the eventual fundraising appeal.
- Preserved the author's voice while improving flow, focus, and readability.

Line Editing

Improving Clarity & Readability

This sample demonstrates line editing focused on grammar, clarity, and readability while preserving the writer's voice and intended message.

Original Rough Draft

We have big news! Jeff will be serving with a ministry called LightSys. It's similar to eDOT. The difference is that instead of serving Europe based ministries. He will serve mission organizations globally from Colorado. Yes, we are moving back to Colorado. We're sad to leave friends in Germany, but we are equally excited for this new chapter. LightSys leads Code-A-Thons each spring with College students, and Jeff sees this as a great opportunity to mentor these young people. We also hope to host them in our home.

Carrie will be able to still serve Community Bible Study, on the Europe team, as their Prayer Inspirator. She can connect with various prayer groups online and still plan the next couple of prayer retreats for 2026. She has agreed to travel back to Europe two times a year for retreats and conferences. Carrie will still be a missionary with Greater Europe Mission (GEM). They have graciously agreed to second (or lend) her to CBS to serve, while they handle donations and health insurance. We are so thankful this is working out!

We had begun to sense the Lord uprooting us last year, but only since January has God's direction been confirmed with the offer for Jeff to join Lightsys. Another indicator of the right direction was in February Carrie's dad had a stroke. He is doing better in some ways, but his health is still declining and she really needs to be back in Colorado to support her sister and dad.

Published

We have big news! Jeff has accepted a position with a different ministry and will begin serving with LightSys this coming September. This small ministry is similar to eDOT (the team that drew us to Germany in 2014). However, instead of serving only Europe-based ministries, he will support global ministries from their offices in Colorado Springs. Yes, that means we are moving back to Colorado!

We're sad to leave our friends and ministry in Germany, but we are excited for this new chapter. LightSys is active on many fronts and Jeff will take on a variety of responsibilities. What excites him most is the opportunity to mentor, lead, and host college students from universities across the country who are majoring in computer science. He will show them how God can use their gifts for His Kingdom while, at the same time, addressing the needs of ministries around the world!

Carrie will continue serving on the Community Bible Study Europe Leadership Team as the Prayer Inspirator. In this role, she will remain connected with various prayer groups online and plan future prayer retreats and other events (she already has two retreats in the works for 2026). As the Lord leads, she will travel back to Europe twice a year for these retreats and other conferences. At the same time, she will continue as a missionary with Greater Europe Mission (GEM). GEM has graciously agreed to officially lend her (as a seconding agreement) to CBS, which means donations and health insurance will stay the same. This greatly simplifies the transition, and we are so thankful it is working out!

Editorial decisions

- Reordered the content to lead with the announcement before explaining the transition.
- Expanded the description of LightSys to help readers understand the ministry's mission and Jeff's role.
- Strengthened the emotional transition from leaving Germany to embracing a new calling.
- Clarified Carrie's ongoing ministry responsibilities and the GEM seconding agreement.
- Improved sentence flow, readability, and consistency while preserving the author's voice.

Strategic Communications

C2C Story

I designed the C2C Story mobile application and created the promotional campaign supporting its launch. My responsibilities included concept development, UX design, website copy, scriptwriting, storyboarding, animation, and video production. The following is the script for the animated promotional video. The completed campaign can be viewed at www.c2cstory.com.

Script

We all want to share Jesus with the people we meet. Right? Well then. Why don't we?

Ever had a good conversation with a total stranger while waiting at the doctor's office? Then later you think, "Why didn't I tell that person about Jesus? I wanted to, but I didn't know how to turn the conversation that way."

What you needed was a Gospel Bridge. No, not that kind of bridge. Not that kind, either! But something to help you turn the conversation from the mundane to the eternal. That's where the "Creation to Christ" or "C2C Story" app steps in.

Rewind that conversation you had at the doctor's office.

At some point, was your cell phone involved? Maybe you showed your new friend pictures of your kids or something funny from Facebook?

Wouldn't it have been natural to say something like, "Could I show you a story that changed my life?" Then open the C2C Story app that acts as a visual cue to help you tell The Story of how Jesus came to this world to rescue us.

The best part about it is that it is still your heart connecting with theirs, but you have something visual to help you stay on track and an ice breaker to help you start the conversation.

Download the C2C Story app now on either the iOS App Store or Google Play.

Get started telling your story.

Communication Goals

- Identify a common barrier to sharing the Gospel.
- Introduce the app as a practical solution.
- Use humor to build rapport before presenting the product.
- Encourage immediate action through a clear call to download the app.