**TECHNICAL WRITER**

**Navy Veteran** | **Master’s Degree (MS-MIS)** | **Multiply IT-certified**

***Expert Technical Writer*** proficient in diverse content creation from proposals and reports to speeches, SOPs, and multimedia. Experienced projects manager with a record of delivering promptly.

**Proficiencies:**

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| * Technical Writing
* DoD 8570.01 Tech Level II
 | * Project Management
* DoD BI | Former TS-cleared
 | * ScrumMaster (CSM)
* Microsoft Office | Adobe CC
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| **Work Experience** |
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| ***~* CognosanteInc & Prodigy; VA *~ the Department of Veteran’s Affairs and IRS*** |

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| **Technical Writer | ScrumMaster** | **May ’23 – Present** |

**Editor and ScrumMaster:** *Origination of Technical Documentation*. I managed documentation updates and created new documents for two records centers using metadata filing structures within the VA’s Cloud Operations and Migration effort and helped manage Scrum activities. I completed 1.75 documents per day for the IRS’ 1095-A effort.

**Accomplishments:** For the VA: **Helped stand up a Records Center** and created a comprehensive FAQs to enable users to navigate a complex recordkeeping system. For the IRS: Populated the delta between a refreshed Client (government) requirements template and 11 Program documents and updated them for Signature.

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| ***~* CACI Inc; Springfield, VA *~ the US Customs and Border Patrol (CBP)*** |

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| **Technical Writer | Systems Administrator** | **Jun ’20 – May ’23** |

The CACI Development Team’s main charge is toward a weekly update to PRODUCTION.

**Technical Writer:** *Origination of Technical Documentation*. Reported weekly on team achievements and managed publications for the TRIRIGA Real Estate software suite to include the System Design Document (SDD), Security Administration Guide (SAG), Change Implementation Guide (CIG), and Interface Control Document (ICD). Originated records to include the Object Migration (OM) Maintainer and Helpdesk SOPs. ***TRIRIGA’s set of technical publications established a precedent that other teams are asked to emulate today****.*

**Security and Systems Administrator (SA):** Delivered the Object Migration (OM) documentation to the government client for our weekly builds under Agile methodologies. Processed 4,200+ User Access Requests (UARs) and reported on them under audit. Captured and analyzed Splunk logs. Performed as software Helpdesk.

**Accomplishments: Received CACI "Exceptional Performance" cash award in February 2023.**

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| ***~* Jacobs Technologies, Reston, VA *~ Cyforce, Inc; Property of Jacobs*** |

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| **Technical Writer | Media Developer** | **Nov ’18 – Jun ’20** |

**Technical Writer:**Managed the development of written material to include manuals, installation documents, rosters, marketing content, user presentations, onboarding materials, and training guides. **Solely accountable for the lifecycle of documents**; from interviews to first draft, and ensuring publication and archive. Developed software testing templates and Incident Response plans. Documented the hiring process, improved its workflow, and created New Staff material. Streamlined the documents database and initiated an archive process. Ensured compliance of websites and mockups using 508 checklists and software tools. Created multimedia, advertisements, and web mockups. Designed logos, icons, page layouts, and graphics using Photoshop, Illustrator, and InDesign.

**Quality Assurance (QA):** Assisted the QA team with software and user testing. Revamped testing documentation. Verified software consistency and catalogued bugs. **I competently replaced an outgoing Q/A POC, eliminating the need for a replacement.**

**Accomplishments:** Revised the full set of nine user manuals, enhancing flow and appearance, to include end-user variations. **Originated multiple user manuals** for new software.

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| ***~* Jacobs Inc & Obsidian Global; VA *~ F-35 Joint Strike Fighter (JSF) Program*** |

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| **Technical Writer | Computer Imaging Lead** | **Jul ’17 – Nov ’18**  |

**Technical Writer: Developed a suite of formal literature**. Created documents from conception to publication. Worked material for internal and external websites. Interviewed SMEs to create process diagrams, User Guides, and SOPs. Led Monthly Status Report efforts for government presentation. Summarized business documents and standardized Knowledge Management using CMS. Developed presentations for leadership. **Ghost-wrote management communications**.

**Imaging Lead: Filled the critical position of *Computer Imaging Lead*** by taking charge of the role in the absence of critical personnel. Subsequently onboarded the new Lead.

**Accomplishments: Created 6,000+ Remedy entries** covering varied hardware components to help complete the end-of-contract Logistics Audit. **Solely created and** **completed the *Laptop Refresh Project* to track, repair, and assign for use 200 failed machines**.

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| ***~* SAIC Inc; The Pentagon *~ the Pentagon’s Joint Chiefs of Staff J-6*** |

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| **Action Officer (AO) | Technical Writer** | **Dec ’15 – Jul ’17** |

**Technical Writer:** Drafted, tracked, and reported on Government-Government and Government-Public correspondence for the Joint Staff’s J-6 Policy and Governance Branch. Revised and edited DoD instructions, manuals, and publications. **Prepared material for Officer presentation**. Tracked and versioned document edits through multiple stakeholders. Developed SOPs and technical summaries dictating business needs and status.

**Action Officer | Systems Integrator | Business Analyst:** Ensured accuracy of reporting and small projects completion to coordinate projects for the Joint Staff. Used the JSAP and eDTRM software suites to manage up to 14 concurrent “Actions” by Suspense, collaborating with SMEs.

**Accomplishments:** Closed 324 “Actions” in two years to **receive two On-the-Spot awards**. Developed a procedure to continuously apprise leadership of Actions’ statuses. **Management stated that I was second best among five senior AOs to fill the position under SAIC**.

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| ***~* Advanced Technical Intelligence Center; Springfield, OH *~ 2.5-mo DHS Bootcamp*** |

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| **Cyber Incident Reporter** | **Sep ’15 – Dec ’15**  |

Monitored Network Security using investigative analytical tools Kali Linux, Metasploit, Wireshark, Hyper-V/VirtualBox, Netcat, WinPCap, and Snort. Assessed networked systems for problems and developed solutions. Researched malware, performed risk management, and recommended improvements. **Created and presented presentations for the public and department heads.**

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| ***~* Booz Allen Hamilton; Virginia *~ the JIEDDO Anti-IED Initiative*** |

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| **LAN Administrator** | **Jan ’13 - Nov ’14** |

Performed LAN Administrative work. Built out rooms with networked clients. Monitored and assisted Helpdesk operations and solely configured computer hard- and- software. Trained employees and the government client.

**Accomplishments: Solely** **completed a four-desk NIPR/SIPR/JWICS SCIF buildout** in two days. Managed hundreds of computer clients through a network migration to **receive spot bonus.**

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| **Other Work Experience** |

**CACI, Inc.** Virginia - 2 years: **Business Analyst** **| Content Developer.** Managed content creation and administered the CACI Team SharePoint Intranet for the JIEDDO Anti-IED Initiative. Advised the government client on enterprise and custom CMS solutions, developed task workflows, and performed Helpdesk operations.

**Military Sealift Command (MSC).** 7th Fleet (Asia/Pac) - 9 years: **Radio Electronics Technician CHIEF** **(RETC), Communications Watch Officer, EKMS/Crypto Custodian, Ship’s LAN Administrator, USCG Search-and-Rescue (SAR) Swimmer**. **Led three-man Watch** covering ship-to-ship and ship-to-shore encrypted communications. Drafted, proofed, and sent secure technical messages. **Received five On-the-Spot awards.** **Youngest person to make RETC and RETC-SAR in MSC history.**

**US Navy.** Yokosuka, Japan - 4 years: **Sonar Technician** (STG-3). **Recommended Junior Sailor of the Quarter. Six-time awardee for Perfect PRT. Achieved score of 99 on the Armed Services Vocational Aptitude Battery (ASVAB).**

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| **Education & Certification** |

**Management:**

* Masters of Science in Management of Information Systems (MsMIS) Bellevue University, NE
* Project Management Professional (PMP)
* Certified ScrumMaster (CSM)
* Bachelor’s Degree (BsBF)

**Networks and IT:**

* Graduate Certificate in Cyber Security & Cyber Analysis/Data Security DHS IT Boot Camp
* Web Development Certificate (GW University)
* Prior Certs: CEH,Security+, Cloud+, Server+, A+, MCSA-Security, MCTS, Photoshop ACE

**Writing:**

* Certified Proposal Writer
* Score of 99 on 2023 timed CareerScope aptitude assessment for Clerical Proofreading
* Adobe Acrobat, Photoshop, Illustrator, MS Word, Excel, PowerPoint, and Visio software

 **Eligible to re-obtain a Security clearance.**

keywords:
Business:

Action Officer, Action Officer (AO), Administration, Agile methodologies, Agency, Analysis, Boards, Business, Business analyst, Business operations, Change, Change implementation guide, Client, Client communication, Collaborative, Community, Cost analysis, Customs and Border Protection (CBP), Deadline management, Department of Defense (DoD), Department of Homeland Security (DHS), Dependency, Enterprise, Estimating, Execute, Federal, Focused, Gathering data, Government contracts, Hire, Ideas, Implementing, Improve, Information Assurance (IA), Information systems management, Intelligence, Knowledge, Knowledge Management (KM), Leadership skills, Manage, Management, Market intelligence, Marketing, Minimize, New, Optimization, Organize, Outcome, Outsource, Ownership, Performance evaluations, Policy, Portfolio management, Predictive Modeling, Presenting, Processes, Producing, Product development, Product management, Product marketing, Project, Project Manager (PMP), Project deliverables, Project management (PM), Projects, Proposal coordination, Proposal management, Proposal offers, Proposal strategy, Public relations (PR), Quality Assurance (QA), Quantitative Analysis, Quantitative research, Regulations, Request for proposals (RFP), Request for quote (RFQ), Research, Resource allocation, Resource management, Responsive, Results, Risk assessment (RA), Risk management (RM), Risks, Roles, Root Cause Analysis (RCA), Sales, Sampling, Scalable, ScrumMaster (SCM), Service, Service providers, Solution design, Solutions, Standards, Strategic planning, Strategy, Structured, Time tracking, Troubleshooting, Usability testing, User feedback analysis, User testing, Vendors, Work Breakdown Structure (WBS), Workflow optimization

IT:
Apps, Automated tools, Automation, Backups, Certified Ethical Hacker (CEH), Cloud+, CMS, Communications Security (COMSEC), Computer Information Systems (CIS), Configuration, CSS, Cyber, Cyber incident reporter, Cyber security, Cyber threat analysis, Data analysis, Data analytics, Data management, Data security, Electronic Key Management System (EKMS), Encryption, Helpdesk operations, HTML, IA, IDE, Identity and Access Management (IAM), Imaging, Incident analysis, Information, Information architecture, Information Systems Security (ISS), Information Technology (IT), Intrusion detection, Intrusion prevention, IT certifications, Java, Kanban, LAN administration, Linux, Machine learning, Microsoft, Microsoft Exchange, Microsoft Office, Microsoft PowerPoint, Microsoft Project, Microsoft Visio, Microsoft Word, Mobile, Monitoring, NAS, Networking, Network Operations Center (NOC), Network security, Network+, NIST, Open Source, Operating Systems, Plugins, PowerShell, , R language, Scrum, Search, Scripting, Search Engine Optimization (SEO), Security, Security+, Server+, SharePoint, Software testing, Structured Query Language (SQL), System design, Systems administration, Systems analysis, Systems integration, Technical integration, Technical support, Tools, UI Design, User access, User experience (UX), User interface (UI), User management, User-friendly, UX design, Virtualization, Visual Studio, Web development, Web tools, Website builder, Wiki, Windows, Wix, WordPress, XML

Writing:

Accessibility, Academic writing, Adobe Acrobat, Adobe Photoshop, Adobe Suite, AI Tools, API Guides, Art, Artwork, Author, Blogging, Brainstorming, Building, Business plan, Case studies, Casework, Color theory, Comedy writing, Comment, Communication, Comparative analysis, Content developer, Copy writing, Copywriting, CV, Dialogue writing, Diary, Digital advertisements, Digital illustration, Dictionary, Document archiving, Document classification, Document formatting, Document lifecycle management, Document management, Documentation, Documentation management, Documentation planning, Documenting, Editing, Editing tools, Email marketing, Environmental, Essay, Evaluating, Exploration, Fashion writing, Flash fiction, Formal structure, Formatting, Gantt charts, Game writing, Genre, Ghostwriting, Government, Graphic artist, Graphic design, Grammar, Grant writing, Highlighting, Imagination, Imaginative writing, In-depth documents, Information on how to use, Instruction guides, Instruction manuals, Instructional design, Interface Control Document (ICD), Interface design, Interviewing, Journalism, KB (Knowledge Base), KBA (Knowledge Base Article), Knowledge Management (KM), Knowledge sharing, Layout design, Legal brief, Legal pleadings, Legal writing, Literary, Lyrics, Manifesto, Manuscript, Markdown, Markup, Meaning, Mention, Medical writing, Minimal, Minimalist, Minutes, MLA, Municipal, Narrative, Narrative structure, Narrative tension, Narration, News, Novel, Novel writing, Note taking, Novella, Online help authoring, Op-ed, Outlining software, Personal statement, Plain language, Playwriting, Plays, Podcasts, Poetry, Plot development, PowerPoint, Presentation, Proposal, Proposal development, Proposal editing, Proposal evaluation, Proposal formatting, Proposal management, Proposal planning, Proposal presentation, Proposal submissions, Proposal writing, Prose, Proofing, Proofreading, Publish, Publishing, Qualitative research, Quantitative research, Radio, Recipe writing, Regulatory writing, Release documentation, Release notes, Reports, Reporting, Request for Proposal (RFP), Resume, SAT, Screenplay, Scriptwriting, Security adjudication, Search Engine Optimization (SEO), Security Administration Guide (SAG), Sermon, Short story, Social media content, Software Development Lifecycle (SDLC), Song, Songwriter, Songwriting, SOP development, SOPs (Standard Operating Procedures), Speech, Speech writing, Speechwriter, Spelling, State, Standardized processes, Story, Storytelling, Structure, Style, Style guides, Subplots, Symbolism, Technical documentation, Technical illustrations, Technical manuals, Technical presentations, Technical reports, Technical specifications, Technical training materials, Technical translations, Technical writing, Terminology, Thesaurus, Title, Tools, Training, Training materials, Translation, Troubleshooting, Incident response plans, Typography, Typography design, Understanding, Upwork, User guides, User interface text, User manuals, User management, User research, User stories, , UX writing, Version control, Version history, Voice, Voice and tone, Visuals, Wikis, Wikipedia, Word processing, Wordbuilding, Words, Writing skills, Writing techniques, Writing tools

Other:

1099, Adept, Adaptable, Attractive, Better, C2C, Communicator, Complete, Concise, Conflict resolution, Contractor, Copywriter, Customizable, Customer-facing, Detail-oriented, Drive, Effective, Efficient, Execute, Fast, Flexible, Initiative, Listener, Local, Mannered, Marketing, Manage, Navy, Notary public, Organization, Outsourced, Part-time, Paying, Positive, Problem-solving, Productive, Professional, Proposal strategy, Reliable, Remote, Responsible, Resourceful, Responsive, Risks, Security clearance, Single source, Skill, Small projects, Solo, Specific, Speedy, Stateside, Strives for improvement, Structured, Supportive, Task-oriented, Teammate, Temp, Temporary, Timely, Value, Verbally expressive, Visually appealing, W-2, Why are you reading this, Work, Working, Work for hire, Worker