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LinkedIn: www.linkedin.com/in/cpaul1
Personal Website: http://www.theintegralworm.com
U. S. Citizen
Active Security Clearance: Public Trust (HSPD12)
Salary Required: 85k + Benefits
Salary Desired: 95k + Benefits

AREAS OF EXPERTISE:

Statistical analysis, mathematical analysis, modeling, simulation, data mining, data warehousing, security, systems analyst, database administrator, systems architecture, web architecture, web development, web design, web content, network engineer, systems administrator, business analyst, network administrator, network architecture, enterprise architecture, problem solving, software development, hardware configuration/troubleshooting, computer assistant, technical support, help desk, call center, technical writing, professional writing, grant writing, advertising, publishing, cataloging, journalism, editor, communications, and visual information specialist.

WORK EXPERIENCE

Senior Technical Writer/Quality Assurance Analyst
NCI Information Systems Inc
Reston, VA 20190
9/2014 – 9/2015

* Client: General Services Administration (GSA), Public Buildings Information Technology Service (PB-ITS), Enterprise Quality Program (EQP).

* Sole Senior Technical Writer interfacing with and supporting Federal client and NCI Configuration Management & Quality Assurance Team; Developed 19 Application Deliverables from scratch for the implementation of IBM Jazz Collaborative Lifecycle Management Solution.

* Performed a full audit of over 80 EQP Program Applications spanning 2005 to 2015 across Serena Business Management, Documentum, and Subversion with a two week period for contract closeout.

* Reviewed, edited, and developed over 20 Standard Operating Procedure (SOP) technical documents accurately while compiling with established customer standards and guidance.

* Leveraged, applied, and adhered to ITIL v3 and current QA industry standards while following the highest of standard measurements.

* Administrated documentation processes of software systems in use, and performed primary role in reviewing current documented processes and proposed software/systems changes.

* Integral partner in supporting the software development lifecycle for Agile, Waterfall, and Spiral methodologies for private cloud development migration.

* Interfaced with the PM, customers, and project personnel, in addition to writing status reports, supervising, and participating in project activities.

* Exercised proficiency with Microsoft Word, Excel, Visio, Project; Adobe Acrobat Pro, SnagIT, and the IEEE Style Guide on a daily basis.

* Implemented Configuration Management (CM) plans and procedures, in addition to conducting configuration audits while maintaining CM documentation control systems.

* On a daily basis designed, wrote, and edited technical documents, including but not limited to business reports, manuals, briefings and presentations, guidelines and other project deliverables meeting contract requirements.

* Reviewed and edited documents developed by others ensuring accuracy and quality of content, organization, language, format consistency, and conformance with established standards and IEEE styling standards.

* Consulted relevant information sources, including library resources, technical and financial documents, and client and project personnel, obtaining background information and verifying pertinent guidelines and regulations governing project deliverables while recommending improvements based on prior consulting experiences.

Independent Technical Writing/Editing Consultant

The Integral Worm

Rockville, MD 20851

2/2014 – Present

Professional Publishing and Research

- * Acquired, verified, and interviewed Subject Matter Experts engaged in developing new products and services or making improvements.
- * Translated verbal and white board technical conversations into Software Development Lifecycle Documents (SDLC) and Application Lifecycle Management (ALM) compliant documents.
- * Transferred white board drawings into finished Visio documents.
- * Composed, edited, and proofread software and systems documentation/user manuals.
- * Organized, prepared, reviewed, and edited manuals, procedures, policy papers, decision memoranda, and other program documentation.
- * Researched, wrote, edited, and proofread executive summaries, company qualifications, past performance summaries, procedure manuals, service manuals, operational specifications, bulletins, articles, advertising, pamphlets, brochures, newsletters, resumes, memos, theses, dissertations, long papers, short papers, promotional articles, news articles, feature articles, journal articles, technical manuals, training manuals, and end-user manuals.
- * Evaluated final documents for content, organization, clarity, style, sentence structure, parallel structure, paragraph structure, paragraph transitions, and global cohesiveness.
- * Prepared publishing in Word, Publisher, PageMaker, or XPress as required.
- * Converted documents to pdf's using Acrobat Professional when required.
- * Created graphs and charts in Corel Draw, Visio, and Excel Graphics for import into Word, Publisher, PageMaker or XPress as required.
- * Prepared images for prepress in Photoshop and imported into Word, Publisher, PageMaker or XPress as required.

Web Design and Development

- * Constructed Web sites using HTML, XML, FrontPage, Dreamweaver, Fireworks, Flash, Acrobat Professional, and Photoshop.
- * Designed user-centered interfaces using heuristic principles and testing.
- * Applied modern web architecture design techniques for updating existing websites.
- * Maintained web content on new and existing websites.

Senior Technical Writer

Soft Tech Consulting Incorporated (STCI)

Chantilly, VA 20151

7/2013 – 1/2014

- * Client: Department of Labor (DOL), Employment and Training Administration (ETA) – Office of Information Systems and Technology (OIST) contract.
- * Sole Technical Writer supporting the Network Operations Team, the Applications Infrastructure Support Team, and the Customer Support (Help Desk) Team at CMMI Level 3 for services and development and ISO 9001:2008 implementation levels, including the implementation of ITILv3 best practices.
- * Documented and organized full lifecycle design, development, and deployment documents for various mission critical software applications.
- * Captured business cases, business processes, and technical information on a regular basis.
- * Applied the team's implementation process and the System Engineering Life Cycle (SELC) documentation requirements.
- * Familiar with a variety of IT concepts, practices, policies, and procedures while ensuring proper use of technical nomenclature.
- * Researched, gathered, analyzed, and composed technical information required for preparation of security documentation, standard operating procedures (SOP's), handbooks, manuals, help files, training materials, guides, and reports, among other documentation using a variety of software and research tools.

- * Validated, verified, and resolved inconsistencies in procedural data contained in existing documents and manuals by interviewing and consulting with SME's.
- * Actively gathered, analyzed, translated, composed, edited, and formatted a vast variety IT documents and information improving grammar and technical content flow into clear, readable, useable documents for use by technical and non-technical personnel.
- * Daily use of MS Word, Excel, PowerPoint, Visio, SharePoint, Project; Adobe Acrobat Pro, InDesign, Photoshop; Snag IT, HTML.
- * Ensured the central depository is maintained for IT operational documentation.
- * Developed hypertext and on-line help applications.
- * Ensured content and links were up-to-date for operational policies and procedures, among other documents on the agency's intranet.

Senior Technical Writer
 Optimization Consulting Incorporated (OCI)
 Lanham, MD 20706
 5/2010 – 07/2013

- * Client: Air National Guard (ANG), Various Information Technology contracts.
- * Won and supported \$16M contract providing Psychological Healthcare services for the Air National Guard (ANG).
- * Expertise in the production of management assessment, strategic business plans, business case analyses, business process engineering reports, weekly status reports, monthly program/project management reports, market research plans, and statistical analyses.
- * Developed SDLC documentation including but not limited to: *Business Analyst*: Business Requirements Specifications, Operational Analysis Plan, Business Implementation Plan, Disposition Plan, Change Request Plan, Communications Plan; *Project Management*: As-Built Documentation, Project Management Plan, Communications Plan, Business Case Documents, Enterprise Architecture Documents, Architecture and Design Documents, Architecture Diagrams, System Requirements Document (SRD), Functional Requirements Document (FRD), Database Design Document (DDD), Systems Implementation Plan, Test Planning Document (TPD), Integration, Test, and Evaluation Plan (IT&E), Test Planning Report; *Information Assurance*: Acquisition Strategy, Information Assurance Plan, Interface Control Document (ICD), System Security Plan (SSP), Disaster Recovery Plan (DRP), Disaster Recovery Test Report; *System Documentation*: Installation Manuals, Technical Manuals, Systems Administration Manuals/User Guides, User Guides, Process Guides, Operational Guides, Maintenance/Troubleshooting Guides.
- * Familiar with SDLC methodologies including but not limited to: Waterfall, Spiral; Agile Software Development: Scrum, XP, Kanban: Rapid Prototyping; Incremental; Synchronize and Stabilize.
- * Captured, verified, and confirmed technical content with Subject Matter Expert's (SME's), engineers, and project staff for the purpose of synthesizing information into usable documentation.
- * Created, updated, and revised web content for the OCI (www.optimization-inc.com/) and the Craft Healthcare Solutions (www.crafthealthcare.com/) websites.
- * Created and established organizational style guide for technical documentation, the employee handbook, departmental standard operating procedure (SOP's) manuals, strategic analysis stand-up training guide, business model training guide, and white papers.
- * Designed training materials covering interpersonal and management skills as follows: teambuilding, effective presentations, writing, communication skills, leadership skills, management skills, and business negotiations.
- * Ensured all documents and publications conformed to the United States Government Printing Office (GPO) Style Manual.
- * Used MS SharePoint 2010 as a Content Management System (CMS).
- * Maintained and updated filing system for all documentation.
- * Managed multiple inter-related projects concurrently.

Independent Technical Writing/Editing Consultant

The Integral Worm

Baltimore, MD 21223

5/2006 – 05/2010

Professional Publishing and Research

- * Acquired, verified, and interviewed Subject Matter Experts engaged in developing new products and services or making improvements.
- * Translated verbal and white board technical conversations into Software Development Lifecycle Documents (SDLC) and Application Lifecycle Management (ALM) compliant documents.
- * Transferred white board drawings into finished Visio documents.
- * Composed, edited, and proofread software and systems documentation/user manuals.
- * Organized, prepared, reviewed, and edited manuals, procedures, policy papers, decision memoranda, and other program documentation.
- * Researched, wrote, edited, and proofread executive summaries, company qualifications, past performance summaries, procedure manuals, service manuals, operational specifications, bulletins, articles, advertising, pamphlets, brochures, newsletters, resumes, memos, theses, dissertations, long papers, short papers, promotional articles, news articles, feature articles, journal articles, technical manuals, training manuals, and end-user manuals.
- * Evaluated final documents for content, organization, clarity, style, sentence structure, parallel structure, paragraph structure, paragraph transitions, and global cohesiveness.
- * Prepared publishing in Word, Publisher, PageMaker, or XPress as required.
- * Converted documents to pdf's using Acrobat Professional when required.
- * Created graphs and charts in Corel Draw, Visio, and Excel Graphics for import into Word, Publisher, PageMaker or XPress as required.
- * Prepared images for prepress in Photoshop and imported into Word, Publisher, PageMaker or XPress as required.

Probability and Statistical Analysis

- * Performed probability and statistical analyses using Excel, SAS, SPSS, and S-Plus.
- * Computed probability and statistical analyses in econometrics, quality control, experimental design, and environmental statistics.
- * Experienced in the following probability methods: Binomial, Multinomial, Hypergeometric, Geometric, Pascal, Poisson, Normal, Gamma, Exponential, Beta, Log-normal, Cauchy, Chi-square, Weibull, t-distributions, and P-values.
- * Performed the following statistical analyses: Least squares, Regression, and ANOVA.
- * Created graphical analyses using Excel and Harvard Graphics, imported into PowerPoint for presentations.

Mathematical Analysis

- * Computed mathematical analyses using Maple, Matlab, Mathematica, and GPSS.
- * Proficient using Calculus, Differential Equations, Discrete Mathematics, Linear Algebra, Queue Theory, Game Theory, Partial Differential Equations, Numerical Analysis, Difference Equations, and Mathematical Proof.

Information System Analysis and Design

- * Managed projects using Microsoft Project.
- * Analyzed processes and workflow using Microsoft Visio.
- * Prototyped software applications and user interfaces using Visual Basic.
- * Developed Expert Systems using Excel VBA.
- * Designed databases design using Oracle and Microsoft Access.

Network Analysis, Design, and Administration

- * Experienced in working with projects from inception to maintenance.
- * Designed peer to peer and client/server networks using Microsoft Windows various operating systems.
- * Administration skills using Microsoft Windows 2000 Pro, XP, Novell, Linux, and Unix.

- * Configured Cisco routers, bridges, switches, and hubs.
- * Designed LAN, MAN, WAN, Wireless, and Satellite networks.

Web Design and Development

- * Constructed Web sites using HTML, XML, FrontPage, Dreamweaver, Fireworks, Flash, Acrobat Professional, and Photoshop.
- * Designed user-centered interfaces using heuristic principles and testing.
- * Applied modern web architecture design techniques for updating existing websites.
- * Maintained web content on new and existing websites.

Creative Non-fiction Editor

Bartleby Creative Arts Journal
 Baltimore, MD 21250
 9/2004 - 5/2006

- * Led five reviewers in determining non-fiction submissions worthy of publication.
- * Converted essays submitted in Microsoft Word format to Adobe Acrobat PDF's for review over Bartleby's website.
- * Reviewed over two hundred essays and art submissions per year, decided on five submissions worthy of publication.
- * Scored creative essays according to clarity, continuity, and creativity.
- * Edited for organization, clarity, style, content, sentence structure, paragraph structure, paragraph transitions, and global cohesiveness for final publication.
- * Ensured correct grammar, spelling, capitalization, punctuation, and proper formatting for final publication.
- * Adjusted images for black/white and color press using Adobe Photoshop.
- * Performed pre-press layout of text and images using Quark XPress.

Certified Level III Master Writing and Philosophy Tutor (Part-time)
 Writing Center at University of Maryland Baltimore County (UMBC)
 Baltimore, MD 21250
 9/2004 - 5/2006

- * Trained and provided mentoring for interns, level one, and level two writing tutors.
- * Assisted native English speaking students and English as a Second Language (ESL) students with development and improvement of all aspects of writing for completion of various projects, including theses and dissertations.
- * Reviewed and evaluated student responses to writing and reading prompts.
- * Examined for the establishment of a thesis and cited text support leading to a logical conclusion.
- * Evaluated organization, clarity, style, content, sentence structure, paragraph structure, paragraph transitions, and global cohesiveness.
- * Edited for correct grammar, spelling, capitalization, punctuation, and proper formatting.
- * Assisted students in formatting written materials according to the style guide used in his/her discipline: IEEE, Microsoft Manual of Style, Automotive Society of Engineers (SAE), American Chemical Society (ACS), American Psychology Association (APA), Associated Press (AP), Modern Language Association (MLA), Chicago Manual of Style, and Turabian style guide.
- * Used Microsoft Word, Excel, Excel Graphics, Access, PowerPoint, Outlook, query tools, structured query language (SQL), web browsers, and search engines as required.

News Reporter (Part-time)

The Retriever Weekly, Newspaper
 Baltimore, MD 21250
 9/2004 - 5/2005

- * Developed strong headlines, leads, and made decisions on angle to play within news stories.
- * Accepted routine assignments from the Editor in Chief and News Editor.
- * Scheduled and conducted interviews in person, over the telephone, and through email, identified and noted developments, conversations, and correspondence requiring follow-up, and composed articles according to the Associated Press style guide standards.

- * Covered newsworthy events not routinely assigned.
- * Composed articles for final submission in Microsoft Word.
- * Composed non-technical correspondence, requests for information, and letters of acknowledgment in Microsoft Word and Outlook.

Administrative Assistant

Graduate School Admissions at University of Maryland Baltimore County (UMBC)
Baltimore, MD 21250

1/2002 - 8/2004

- * Organized, filed, maintained, and retrieved student admissions papers and records relating to new UMBC Graduate School applicants according to established standards.
- * Located and provided records for review and admission decisions.
- * Informed applicants as to the status of applications through email.
- * Requested additional documents when appropriate, and followed up as necessary.
- * Faxed required materials to relevant academic departments.
- * Composed, edited, maintained, and coordinated non-technical correspondence, requests for information, letters of acknowledgment, and reports for correct grammar, spelling, capitalization, punctuation, and proper formatting.
- * Assembled, verified, and summarized information from office files.
- * Screened visitors and telephone calls to the supervisor and various staff.
- * Answered routine inquiries and questions, while referring complex questions to appropriate staff.
- * Referred correspondence and inquiries to appropriate individuals.
- * Identified and noted developments, conversations, and correspondence requiring follow-up.
- * Received, reviewed, sorted, and distributed incoming mail and prepared all outgoing mail.
- * Determined the appropriate subordinate organizational unit to handle technical requests and inquiries and tracked completion of responses.

Senior Technical Writer/Information Management

The Hilltop Institute at University of Maryland Baltimore County (UMBC)
Baltimore, MD 21250

1/2000 - 1/2002

- * Designated resident expert creating charts and graphs in Excel Graphics and presentations in PowerPoint.
- * Determined best representation of data in graphical form, prepared graphics for academic journal publications, prepared PowerPoint slides for academic conferences and presentations to the State of Maryland.
- * Responsible for all aspects of design in graphic communications, preparing statistical data for graphical presentation for conferences in the fields of health, aging, and long-term hospice care.
- * Created presentations and journal publications for State of Maryland policy makers, academia, and lay audiences.
- * Collected and compiled highly specialized scientific and technical information from medical databases MedLine, PubMed, GratefulMed, WebMD, and Federal databases HCFA, HIPPA, Medicare, and Medicaid in the areas of health, aging, and long-term hospice care for several social scientists, statisticians, and the State of Maryland for use in reports, briefings, papers, and other documents.
- * Gathered, consolidated, and assembled reference materials and pertinent data from various health databases and statistical data from Federal and the State of Maryland databases for statisticians, social scientists, staff, and supervisors to conduct complex studies, analyses, and projects in order to assist with proposed solutions.
- * Used databases to collect, organize, and track information by updating data and using standard reports.
- * Skilled in data gathering methods and surveying techniques to collect and analyze various types of information.
- * Received requests from social scientists for statistical data, translated requests written in English to SAS programming code to extract data for statistical analysis.

- * Programmed using SAS to extract data for preliminary analysis from State of Maryland confidential health records database and modified SAS programs in order to refine data output results.
- * Performed regression statistical analysis in SAS by mining data from Oracle database on Sun Virga system.
- * Coded and analyzed quantitative data and performed trend analyses, mathematical analyses, and graphical analyses in Excel.
- * Analyzed problems within the State of Maryland Health Care system, HCFA, HIPPA, Medicare, and Medicaid to identify significant factors by extracting statistical data from the State of Maryland Health System database using SAS.
- * Designed, prepared, and produced various written ongoing reports and documents containing statistical data using Microsoft Word for internal and external use.
- * Composed technical documents for academia and State of Maryland publication formatted according to APA style guide standards.
- * Evaluated final documents for organization, clarity, style, content, sentence structure, paragraph structure, paragraph transitions, and global cohesiveness.

Product Manager/Senior Technical Writer
 Interco Parts Corporation
 Hauppauge, NY 11788
 10/1986 – 12/1999

EDUCATION

University of Maryland - Baltimore County
 Baltimore, MD
 Bachelor's Degree
 Major: Information Systems
 Minor: Systems Analysis and Design, Network Administration and Design, Web Administration and Design Tracks

RELEVANT COURSEWORK

COMPUTER SCIENCE/INFORMATION SYSTEMS

Client/Server, Concurrent Programming in JAVA, Programming in C/C++, Programming in Visual C++, Programming Visual Basic, Programming Assembler I, Programming COBOL I and II, Programming Pascal, Programming Basic, Data Structures, Algorithms, Database Administration and Design I and II Using Oracle, Computer Systems Analysis, Decision Support Systems, LAN Networking I and II, Networking Administration: Windows 2000, Networking Administration: Unix, Cisco Routers and Switches, Telecommunications, Enterprise Networking Solutions, GUI Design and Development, Human-Computer Interaction, Web Architecture and Content Management, Web Administration and Web Design, Artificial Intelligence, Project Management, Security in Information Systems, Legal Aspects in Information Systems

MATHEMATICS/STATISTICS

Discrete Mathematics, Calculus I, II, and III, Differential Equations, Numerical Analysis I and II, Linear Algebra I and II, Linear Programming, Economic Game Theory I and II, Probability, Applied Statistics, Experiment Design and Quality Control, Bayesian Methods, Econometrics, Environmental Statistics, Queue Theory and Simulation

BUSINESS ADMINISTRATION

Business Management, Accounting I and II, Macro Economics, Micro Economics, Financial Management

University of Maryland - Baltimore County
 Baltimore, MD
 Bachelor's Degree
 Major: English-Professional Communications and Technology Track

Minor: Technical Writing, Rhetoric and Communications, Journalism, Philosophy

RELEVANT COURSEWORK

PROFESSIONAL WRITING

Internship/Writing Tutor Training, Advanced Writing Tutor Training, Technical Writing, Technical Editing, Advanced Exposition and Argument, Tutorial in Professional Writing, Grammar and Structure, Advanced Grammar and Structure, Advanced Art of Essay Writing, Journalism, Feature Writing, Science Writing, Theories of Communication and Technology, Theories of Language in Society, Theories of Visual Literacy and Semiotics, History of the English Language, Public Speaking

Farmingdale State University of New York

Farmingdale, NY

Associate Degree

Major: Engineering Science

RELEVANT COURSEWORK

SCIENCE

Physics I, II and III, Inorganic Chemistry I and II, Biology I and II

ENGINEERING

Analog Circuit Analysis, Digital Circuit Analysis, Statics, Dynamics, Strength of Materials

CERTIFICATIONS

Conflict Resolution Certification February 2010

Conflict Resolution Center for Montgomery County

PROGRAMMING LANGUAGES

Java, JavaScript, HTML, CCS, XML, SAS, S-Plus, Visual Basic, Excel VBA, SQL

COMPUTERS

IBM PC's, Macintosh, Sun Solaris, IBM 360/370/3090, Digital VAX 1144/1184/3800

SOFTWARE PACKAGES

Operating Systems

DOS, Windows NT/2000/XP/7/8, Mac OS, VM/CMS, Unix, Linux

Office Packages

Microsoft Office, Word, Excel, Access, FoxPro, PowerPoint, Outlook, Project, WordPerfect, Oracle Developer, dBase IV, FileMaker Pro, Lotus 1-2-3, Notes, Novell GroupWise, Eudora

Desktop Publishing

Adobe InDesign, PageMaker, Acrobat Professional, Quark XPress, Microsoft Publisher, TeX, LaTeX

Graphics

Adobe Photoshop, Excel Graphics, Corel Draw, Paint Shop Pro, Harvard Graphics

CASE Tools

Microsoft Visio

Screen Capture

Snag IT

Document Management Systems

Microsoft SharePoint, Office 365, Documentum, Google Docs, Salesforce, Huddle, Box

Project Management
Microsoft Project

Process Management Systems
Serena Business Management, IBM Jazz

Web Browsers
Microsoft Internet Explorer, Mozilla Thunderbird, Firefox, Google Chrome, Opera

Web Page Design
Microsoft FrontPage, Macromedia Dreamweaver, Fireworks, Flash

Internet Social Networks
LinkedIn, Facebook, Google+, Mylife, MySpace

Internet Communication Tools
Adobe Connect, Webex, Wikipedia, Twitter, Skype, YouTube, MeetUp, Blogs, Blackboard

Video Editor
Microsoft Movie Maker

Mathematics
Maple, Matlab, Mathematica, GPSS (General Purpose Simulation System) World

Statistical
SAS, SPSS, S-Plus, Statistix

STYLE GUIDES/MANUALS

United States Government Printing Office (GPO), IEEE Style Guide, Microsoft Manual of Style, American Psychology Association (APA), Associated Press (AP), Chicago Manual of Style, Automotive Society of Engineers (SAE), American Chemical Society (ACS), Modern Language Association (MLA), and Turabian style guide