

Ron Whiteurst

Technical Writer/Business Analyst

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Summary

Detail-oriented Senior Technical Writer/Business Analyst with 15+ years of experience supporting IT group functions: SDLC to disaster recovery documentation. Self-starting individual that can also work in a team. Fast learner and able to translate complex concepts into readable material. Specialize in optimized SME consults. Deliver on-time quality, even with multiple or shifting priorities.

Core Competencies

- Adobe Acrobat Pro
- Adobe RoboHelp
- Adobe FrameMaker
- HTML
- Microsoft Visio
- SharePoint
- Snagit
- Analytical thinking
- Working knowledge of Agile and Waterfall
- Professional relationship building

Professional Experience

ACE Cash Express

Contract Technical Writer

Irving, TX

1/2019 – Present

- Drafting Visio infrastructure drawing packages to support disaster recovery activity.
- Drafting disaster recovery run books for various IT groups.

DynCorp International

Contract Technical Writer

Fort Worth, TX

6/2018 – 12/2018

- Drafted application runbooks to support disaster recovery activity.
- Updated IT disaster recovery documentation from my earlier assignment at DynCorp.

Tata Consultancy Services

Business Analyst/Technical Writer

Dallas, TX

6/2017 – 6/2018

- Supported development and testing functions on SailPoint implementation project for Identification and Access Management (IAM).
- Produced documentation for standard operating procedures, change management, patch management, business continuity/disaster recovery, and RESTful API.

DynCorp International

Contract Technical Writer

Fort Worth, TX

10/2016 – 12/2016

- Drafted new and edited existing disaster recovery documentation for alternate hot site build out.
- Created application and database Visio diagrams to support a new ScaleArc configuration.

Pacific Union Financial

Consultant Technical Writer

Irving, TX

7/2016 – 9/2016

- Prepared company for upcoming audit.
- Created procedural documentation, including process flows, for several IT operations.

Fidelity Investments

Consultant Technical Writer

Westlake, TX
11/2015 – 5/2016

- Advised software group management on best use of Document Central as repository for legacy documentation that resided on many LAN drives.
- After learning how to use Ribbit (in-house designed web site product), created new web page content by editing and then transferring existing Word documents.

XTO Energy

Contract Technical Writer

Fort Worth, TX
4/2015 – 9/2015

- Created documentation to address IT Security Services Team audit findings.
- Created new departmental procedures for Active Directory cleanup and alert monitoring.

Think Finance

Contract Technical Writer

Fort Worth, TX
10/2014 – 3/2015

- Worked with developer to customize SharePoint repository design.
- Edited existing documents and created new process and product documentation for in-house use.

ETC, Inc.

Contract Technical Writer

Richardson, TX
4/2014 – 8/2014

- Learned new open source code to help develop new inventory management application.
- Part of team that created functional requirements and preliminary design documents for toll road industry software.

Fiserv, Inc.

Senior Technical Communicator

Dallas, TX
10/2007 – 3/2014

- Lone technical writer that supported six proprietary financial industry software products.
- Created Getting Started, Administrator, and User Guides for all products.
- Worked with developers to write use cases help design UI.
- Wrote business requirements, functional specifications, release notes, and training documentation.

Various Companies

Technical Writer/Consultant

Dallas/Fort Worth, TX
Prior to 10/2007

- For utility company, created operations, and business and functional requirements documentation.
- For financial software developer, created user guides and context-sensitive online help system.
- For American Airlines, produced 404-page RFP to replace outdated crew scheduling software.
- For Beal Bank, created departmental procedures for loan servicing functions. Also, developed process documents for accounting, bankruptcy, defaulted loan, tax and insurance, and IT groups.
- For Equity Bank, created IT department policies and procedures compliant with FFIEC guidelines.
- For GE Aircraft Engine Services, saved the company \$26,000 per year in documentation costs. Revised jet engine repair manuals and updated ISO-compliant documentation.
- Created documentation for NASA space shuttle subsystem.
- Created maintenance documentation for military aircraft components and radar training system.
- Created documentation for postal mail sorting equipment and retail order picking equipment.

Military Experience

US Air Force. Computer Systems Repairman. Performed preventive maintenance and troubleshooting on mainframe communication equipment.