

# Ron Whiteurst

7605 Perkins Dr.  
North Richland Hills, TX 76182  
817-319-8715

# Technical Writer/Analyst

ron@ronwhiteurst.com  
www.linkedin.com/in/ronwhiteurst  
www.ronwhiteurst.com

## Summary

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

## Core Competencies

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

## Professional Experience

### Populus Financial Group

Technical Analyst

Irving, TX  
1/2019 – Present

#### Drafting:

- Visio infrastructure drawing packages to support disaster recovery activity.
- Disaster recovery plan for IT group.
- Documentation to support IT group.
- Business continuity documentation.

### 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 Ribbit (in-house designed web site product), edited Word documents to create new web page content.

**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.
- 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 analysts to write Jira use cases
- Helped developers test UI elements against SQL coding.
- 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 RoboHelp 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, 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 documentation for ISO compliance.
- 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.