Ron Whiteurst

Senior Technical Writer

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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. Writing samples are available at http://ronwhiteurst.com/samples.

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   Irving, TX
Technical Writer/Analyst   1/2019 – 2/2021

Drafted:
- Visio infrastructure drawing packages to support disaster recovery activity.
- Disaster recovery plan for IT group.
- Documentation to support IT group.
- Business continuity documentation.
- Playbooks, job aids, and other documentation to support IT group.
- Disaster recovery plans from team member input.
- Disaster recovery synopsis reports for upper management presentation to auditing agencies.

DynCorp International   Fort Worth, TX
Contract Technical Writer   6/2018 – 12/2018

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

Tata Consultancy Services   Dallas, TX
Business Analyst/Technical Writer   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   Fort Worth, TX
Contract Technical Writer   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 Irving, TX
Consultant Technical Writer 7/2016 – 9/2016

- Developed IT department policy and procedural documentation in front of upcoming audit:
  - Drafted SDLC document.
  - Developed change and patch management documents.
- Managed SharePoint repository for IT documentation.
- Helped troubleshoot and correct process methodologies.

Fidelity Investments Westlake, TX
Consultant Technical Writer 11/2015 – 5/2016

- Advised management on best use of Document Central as repository for legacy documentation.
- Documented hybrid Waterfall/Agile concept used by small developer group.
- After learning Ribbit (in-house web site product), edited documents to create new web page content.

XTO Energy Fort Worth, TX
Contract Technical Writer 4/2015 – 9/2015

- Created process documentation to support Security Services Team in their use of various alerting and monitoring software tools (e.g., CyberArk, Duo, etc.).
- Created documentation to address IT Security Services Team audit findings.

Think Finance Fort Worth, TX
Contract Technical Writer 10/2014 – 3/2015

- Lead a two-person team to gather all IT-related documents into a SharePoint repository.
- Developed various documentation templates.
- Created new documents and edited existing documents on products/services offered to the unbanked and underbanked consumer.

ETCC (Electronic Transaction Consultants Corporation) Richardson, TX
Contract Technical Writer 4/2014 – 8/2014

- Part of a team that developed Functional Requirements and Preliminary Design Documents for toll road software. Used SharePoint for repository, versioning, and approval cycle.
- Learned and documented new open-source inventory management applications. Helped develop GUI for the applications using HTML and the new open-source tools.

Fiserv, Inc. Dallas, TX
Senior Technical Communicator/Business Analyst 10/2007 – 3/2014

- As lone technical writer:
  - Supported nine proprietary online financial industry software products.
  - Standardized customer-facing product documents.
  - Developed Getting Started, Administrator, and User Guides for all products. Supported both agile and waterfall project development approaches.
  - Updated and distributed product documentation to meet monthly change release cycles.
- As business analyst:
  - Worked with developers in agile sprint environment to write use cases in Jira for new user online interface/experience (UI/UX) design, and to "user test" related software fixes.
  - Developed Business and Functional Requirements documentation for the waterfall developers.
- Built and administered SharePoint libraries to serve as document repository.

Various Companies   Dallas/Fort Worth, TX
Technical Writer/Consultant   Prior to 10/2007

- For CapGemini:
  - Developed operations and training documentation for major electric utility company.
  - Researched and documented Business and Functional Requirements for IT software projects.
  - Selected to be part of a special team formed to assess call center operations and develop best practices documentation.
- For Carreker Corporation (acquired by Fiserv), developed online, context-sensitive help system using RoboHelp and HTML.
- For American Airlines, produced 404-page RFP to replace outdated crew scheduling software.
- For Beal Bank:
  - Created departmental procedures for loan servicing functions.
  - 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:
  - Revised their customer-facing documentation process and saved the company $26,000 per year in costs.
  - Revised jet engine repair manuals in compliance with MIL Specs.
  - Updated Quality Department documentation for ISO compliance.
- For NASA, created documentation for the space shuttle TV subsystem.
- For General Dynamics (now Lockheed Martin), created maintenance documentation for military aircraft components and radar training system in accordance with MIL Specs.
- For non-profit groups, managed grant and proposal writing activity.
- For ElectroCom Automation (now Siemens Dematic):
  - Created documentation for postal mail sorting equipment and retail order picking equipment.
  - Managed postal equipment RFP and proposal writing activity.

Military Experience

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

Managerial References for Ronald J. Whiteurst

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