

## Technical Communication, Analysis, & Project Management

**Technical communicator, analyst, and project manager** with 18+ years experience in the sciences. Experienced consultant skillful at building relationships with clients from various backgrounds, including the Federal Government (civilian and defense), mining industry, healthcare industry, environmental industry, and business and technical professionals of all levels.

### Career Highlights

- Managed an \$11M contract studies project that was brought in \$7M under budget and several years ahead of schedule, without compromising quality.
- Assisted in establishing a Navy Information Services Center, consolidating over 100 offices into one central location.
- Routinely advise on intellectual property areas connected with publishing, such as copyright, trademark, and registered trademark usage and infringement.
- Analyzed, designed, implemented, and conducted training associated with creating documentation libraries for industries from health care to naval ship building; Dot-Com's to GIS; and home building to mine safety.

### Areas of Expertise

IT Networking (LAN/WAN) \* Computer Hardware \* GIS (Geographical Information Systems) \* Complete Software Development Lifecycle \* User Interface Design \* Technology Transfer \* Analysis \* Project Management \* Environmental Sciences \* Toxicology \* Scientific Documents for Lay Audiences \* Coordinating Technical Groups \* Contract Monitoring \* Budgeting \* Customer Service

### Key Technologies

Adobe Acrobat / Captivate / RoboHelp / Dreamweaver \* HTML \* XML \* CSS \* Javascript \* Fireworks \* Framemaker \* Webworks \* MadCap Flare \* Microsoft Office (Word, Excel, PowerPoint, Project, Publisher, Paint, VisioPro, and Outlook; Word Expert Certification) \* Operating Systems (Windows 98/XP, Windows Server 2000/2003, Unix Solaris) \* IBM Rational Suite (ClearCase, ClearQuest, and RequisitePro) \* Code/Document Versioning (Visual SourceSafe and ClearCase) \* Software Methodologies (RAD, Agile, RUP) \* Software Language Exposure (Java, C++, .NET, VB, Cobol, and several other legacy languages.)

**BS in Biology and Chemistry Minor; Old Dominion University**  
**Graduate school classes at George Mason University**

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## PROFESSIONAL EXPERIENCE

### Principal IT Technical Writer / User Interface Specialist / Vital Records Representative

Mine Safety and Health Administration                      May 2004 – Present                      (Contract)

- On-site at **MSHA** in the Denver Federal Center. **Sole support for 4+ teams:** WAN/LAN network (2,500 users in 104 locations across the US), Java applications, .NET applications, and Visual Basic applications. Support other teams (Data Warehouse, COBOL, and management) as needed. RUP methodology.
- Recently began training a federal employee (without a writing background) whose position description is being changed to technical writer.
- Analyze, design, and implement documentation strategies, as well as create the required documentation itself.
- Established various internal style guidelines, review and check UI components before incorporation.
- Prepare and conduct training.
- Recognized for providing training on encryption software that affected the entire Agency June 2007.
- Employee of the Month July 2005. Star Performer 2005.

## A. Melodie Hawkins

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- Recognized for quickly developing instructions to assist in responding to critical information requests (Mine Disaster subpoena response), October 2007.

### President

Melodie, Inc.

June 2003 - August 2004

- Hypnotherapy practice using extensive communication skills and hypnotic techniques. Broad client-base included those wishing to stop smoking, lose weight, reduce stress, and increase creativity.
- Designed and maintained the company website, ran group hypnosis sessions, and all administration.
- Regular (bimonthly) guest on talk radio (850 am KOA).

### GIS Technical Writer

SANZ, Inc.

January 2003 – July 2003; September 2003 (Contract)

- Analyzed, designed, and implemented the documentation library (including training and sales demo's) for *EarthWhere*, a prototype GIS raster imaging system.
- RAD methodology, JAVA development. Documents developed in HMTL.

### User Education Analyst

Tobin International, Ltd.

August 2001 – December 2002

- Responsible for technical writing, UI management, and internal training. Analyzed, designed, and implemented the documentation library (including training) for two GIS software applications, both developed in JAVA.
- Established internal corporate communication standards, and documentation project planning tools. Designed and maintained two intranet project sites.
- Agile methodology. Developed documents using RoboHelp and HTML.

### Senior Technical Writer

MapQuest.com

March 2000 – August 2001

(Contract)

- On-site at **MapQuest.com**. Established internal style guidelines for MapQuest's B2B software documentation, and prepared user guides for its Enterprise SDK (C++, Java, and COM), and NT Server SDK (ActiveX, COM, C++, and Java).
- Prepared database use information and software architecture documentation.
- RAD methodology. Documents developed in HTML.
- Drafted the enterprise SDK licensing agreement to meet the release date.

### Freelance Writer

Asheville, North Carolina

August 1999 – February 2000

- Columnist with Asheville Magazine (online ecology column), and contract with Gale Research to update hardware and software abstracts.

### Documentation Specialist

Dataline, Inc.

June 1998 – July 1999

- Prepared included SOPs, scope, functional specifications, detailed designs, risk management, and database security documents.
- Documented several large WAN/LAN projects.
- Established style guidelines for the software development group.
- Provided onsite managerial and organizational support for the Navy via the Supervisor of Shipbuilding in Newport News as they set up a new Information Services Center for the US, including obtaining and normalizing bids for several document scanning solutions under the "Paperless by 2000" directive, and arranging for training.
- Agile methodology. Developed online help using RoboHelp.

### Career Notes:

Additional experience as a **Technology Writer** at the National Technology Transfer Center - Washington Operations (October 1995 - February 1998), and a **Product Manager (Assistant - Senior)**, and **Junior Chemist** for Jellinek, Schwartz & Connolly, Inc. (December 1991 - October 1995).