

Don Roberts

PO Box 432, Spring Hill, TN 37174
2185 Joe Brown Road, Spring Hill, TN 37174
Cell: (904) 200-1671 | E-mail: DRoberts47@aol.com

Professional Summary

Master wordsmith and documentation services-solutions provider with fourteen (14) years of experience as **Senior Technical Writer-Editor, Compliance Analyst, Technical Editor, Web Content Developer** and **Technical Writer**. Expert documenter of application software (end-user manuals, data-flows, architectural schemas) with understanding of SDLC. Skilled in copywriting, proofreading, editing, and writing content for both technical and non-technical audiences. KSA's include document repository management, versioning, documentation of AppDev code (J2EE); release notes; business process- and work-flow mapping, M&Ps, SOPs, SOWs; development of software certification exams, web content; graphics creation-manipulation; authorship of technical writing guidelines with templates. Detail- and team-oriented, analytical, resourceful. Committed to excellence.

Technical & Softskill Proficiencies

Windows7/XP Professional; Office2010/2007/2003 (Word, Excel, PowerPoint, Outlook, Project, FrontPage); Apache Open Office; SharePoint; Visio; SnagIt 8.0; Kompozer; Filezilla FTP; Adobe 8.0 Professional; Questionmark Perception 3.0; IBM ClearQuest; AS/400; Siebel; Photo Editor; Photo Draw; Information Mapping; Corel DRAW8 / PHOTO-PAINT8; Working knowledge of RoboHelp, FrameMaker 7.0, HTML, CSS, JavaScript, VBScript, DHTML, ASP, and XML.

Recent Employment History

Senior Technical Writer/Compliance Analyst – NextEra Energy (FPL), Juno Beach, FL; Consultant, Burns & McDonnell Engineering, St. Louis, MO (4/02/2012 to 7/27/2012).

Duties: Develop policies, processes and procedures to support 'Smart Grid' system compliance to NERC CIP Cyber Security and NISTIR 7628, Vol. 1 requirements. Documentation included policy, process and procedural documents with narratives / Visio drawings to map workflows (Access Mgmt, Change Mgmt, authentication et al). Most work was performed on remote-telecommute basis with three (3) client-vendor site visits to interview SME's, gather data.

Senior Technical Writer-Editor – AerSale, Coral Gables, FL; Consultant (6/02/2011 to 2/10/2012).

Duties: Document business processes (narratives, process definition flowcharts, swim lanes). Develop support documentation for IT (automated processes, database and work flows, architectural schemas), develop end-user guides / SOP's for Pentagon2000SQL software. Establish-maintain working document repository on network drive (including *AerSale Technical Writing Guidelines*, templates). Collaborate with SME's / Stakeholders to ensure accuracy of documentation. Perform editorial reviews of various IT documents. Work time split 70% onsite and 30% remote (telecommute).

Senior Writer-Editor/Web Content Developer – Self-employed, Spring Hill, TN 37174 (12/01/1999 to Present).

Duties: Write-edit content for personal website (truthonfire.com) with a view to self-publishing a series of books beginning in 2016. Develop web pages using FrontPage, HTML, DHTML, CSS, JavaScript, SnagIt (for graphical content), and Adobe Professional 8.0 to generate navigable PDFs from structured Word docs. Perform linguistic-background research as required for technical accuracy. Maintain source docs and images repository. Perform copywriting-editing-publishing services for three other websites.

Technical Writer – Fidelity National Financial, Jacksonville, FL; Consultant (4/01/2010 to 7/31/2010).

Duties: Provide documentation support for Fidelity's Mortgage Title Insurance Business. Collaborate with IT Product-Project Managers, Enterprise Architects and Application Developers to develop content. Develop-maintain end-user manuals, map business- and process-flows, and manage document repository with templates.

Technical Writer – Medtronic, Spinal & Biologics (MSB), Memphis, TN; Consultant, Dashe & Thomson (09/17/07 to 2/29/08).

Duties: Develop Siebel-based SOPs for tracking business/customer activities to ensure compliance to Business Conduct Standards. Document process for WebEx online training. Collaborate with SMEs to capture business policies, process flows; illustrate with Visio. Develop-maintain working repository of documents (*Technical Writing Guidelines*, Visio drawings, templates, graphics, version tracking and repository index).

Senior Technical Writer-Editor – Fidelity National Information Services, Inc., Title Solutions Group, Jacksonville, FL (06/26/06 to 07/31/07).

Duties: Collaborate with SMEs to develop, update and maintain supporting documentation for J2EE-based AppDev framework. Author-publish-maintain release notes. Create work- and data-flow diagrams, system architecture drawings. Maintain client- and server-side documentation. Capture-edit graphical content for conceptual-procedural docs using SnagIt. Perform final editorial reviews of document submissions to business team. Maintain Tech Writing Resources repository.

Senior Technical Writer-Editor – SkyPLUS Technologies, LLC, Jacksonville, FL (09/12/05 to 06/09/06).

Duties: Develop company-wide technical writing standards. Develop-maintain online help (SOP docs and repository) for Quality 1 Aircraft Maintenance Services based on Pentagon 2000SQL software. Perform editorial reviews of all procedural and training documents. Develop business process- and work-flow diagrams for every functional category in Pentagon. Compile-edit Business Proposals and Statements of Work (SOWs) submitted to prospective clients. Develop-edit Sky145 training manuals for both in-house and off-site delivery.

Technical Editor/Technical Writer II – Winn-Dixie Stores, Inc., Jacksonville, FL (06/07/99 to 08/18/05).

Duties: Provide managerial oversight of Intranet content as Technical Editor. Serve as key point of contact for department clients requesting web content development-publication. Establish-maintain web content publishing standards. Perform editorial reviews. Write-publish web content for end users of application software. Perform independent research to acquire technical tools for enhancing Intranet functionality and performance. Write-edit-publish software end-user manuals (AS/400 platform). Create-obtain graphical images and screen captures. Interview VPs, Directors, ADM's and technical SME's to establish project time frames, requirements, milestones, and content outcomes. Write functional requirements docs based on client and SME inputs. Develop-deploy Windows-based KSA assessments for associate training and systems certification (Questionmark Perception 3). Provide editorial guidance for instructional design specialists relative to training courseware. Compile-edit-publish bi-weekly IT Project Status Reports for PMO, CEO and CIO.

Methods & Procedures Specialist – AT&T Solutions-Customer Care/Matrixx Marketing, Jacksonville, FL – (04/20/97 to 08/21/98).

Duties: Create process documentation and training materials for (1) AT&T Long Distance Order Provisioning via the Outbound Order Negotiation System, and (2) BMD Customer Service Outbound Calling Programs via the Integrated Telemarketing system. Conduct training sessions for process and procedure updates.

Educational & Background Information

Master of Divinity Degree (M. Div.) – Mid-America Baptist Theological Seminary, Memphis, TN (1979).

Bachelor of Arts Degree (B.A.) – Tennessee Temple College, Chattanooga, TN (1975). *Majors:* Bible, English.

Military Service – United States Navy, 11/65 to 10/69. E-4 Aviation Electrician's Mate, Air Crewman, Plane Captain, Vietnam veteran, Honorable Discharge.

Writings Published – The *Florida Baptist Witness* (circ. 43,000) and *Pulpit Helps* (circ. 300,000) together have published to date twenty (20) of my expository articles. The *Florida Times-Union* published twenty-three (23) of my letters to the editor. My personal website (truthonfire.com) contains 400+ articles. I have written two Bible-based books I plan on self-publishing this year (2016).