

## Donald C. Roberts

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### Professional Summary

Master wordsmith and documentation services-solutions provider with twelve (12) years experience as **Senior Technical Writer-Editor**, **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 for J2EE components-features; 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. Sixteen (16) years as **Technician** (Aviation Electrician-4; Lettershop-12) working with electro-mechanical, electronic, hydraulic, pneumatic systems and related technical drawings. Detail- and team-oriented, analytical, resourceful. Committed to excellence.

### Technical & Softskill Proficiencies

Windows7/XP Professional; Office2007/2003 (Word, Excel, PowerPoint, Outlook, Project, FrontPage); SharePoint; Visio; SnagIt 8.0; 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

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

**Duties:** Provide documentation support for IT Product / Project Managers, Enterprise Architects, Application Developers. Develop-maintain end-user manuals, map business- and process-flows, and manage document repository with templates.

**Senior Writer-Editor/Web Content Developer** – Self-employed, Jacksonville, FL; (12/01/1999 – Ongoing).

**Duties:** Write-edit content for personal website (truthonfire.com) with a view to self-publishing a series of books beginning in 2010. 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 copyrighting-editing-publishing services for three other websites.

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

**Duties:** Develop Siebel-related SOPs (Five Star application that MSB utilizes to track business and customer activities to ensure compliance to Business Conduct Standards). Document WebEx online training process. Collaborate with SMEs to capture business policies and process flows; illustrate with Visio. Develop-maintain working repository of SOPs on shared network drive, including *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 for framework builds using IBM ClearQuest. Create work- and data-flow diagrams, system architecture drawings, and other relational diagrams using Visio. Maintain client- and server-side documentation on SharePoint. Develop-edit PowerPoint presentations for product orientation-training sessions. Create-publish navigable PDF docs using Adobe Professional. Capture-

edit graphical content for conceptual-procedural docs using SnagIt. Create quizzes and track results to certify programmers-developers on AppDev tools. Perform final editorial reviews of (1) Enterprise Architecture technical documents, and (2) technical proposals (Build vs. Buy, etc.) before submission to business team. Maintain Tech Writing Resources repository (*Technical Writing Standards Guide*, templates, and graphics).

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

**Duties:** Develop company-wide technical writing standards (*Technical Writing Standards Manual*). Develop-maintain online help (SOP docs and repository) for Quality 1 Aircraft Maintenance Services based on Pentagon 2000SQL software (licensed to SkyPLUS Technologies as Sky145). 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. Compile-edit PowerPoint presentations for delivery to prospective clients and to SkyPLUS associates at all-hands meetings.

**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 review. 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 to embellish documentations. Interview clients (VPs, Directors, ADMs) and technical SMEs 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.

**Maintenance Technician** – AT&T American Transtech/Solutions-Customer Care – (02/19/85 to 04/19/97).

**Duties:** Maintain complete line of lettershop / mail-processing equipment (Bell & Howell, Inserco, Cheshire, Baumfolder, MBO, Moore, Kern/C.O.P.E., *Pitney Bowes*, GBR, Hunkeler, EAM Mosca, Docutronix).

## **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* has published to date twenty-three (23) of my letters to the editor. My personal website ([www.truthonfire.com](http://www.truthonfire.com)) contains 340+ articles that represent what I consider to be the best expository writing on the Internet.

**Series 7 Securities License** – Held Series 7 securities license from 1986-88.

**Ministerial Work (11/30/73 To Present)** – Full-time pastor (10 years). Served as Bivocational pastor, Interim Pastor, and Associate Pastor for several churches (5 years). Expository Writer.