

Will Kelly

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Professional Summary

Will Kelly is a versatile senior technical writer and analyst with extensive experience developing Software Development Life Cycle (SDLC), technical architecture, operations, business process, and user documentation for commercial, higher education, and federal government organizations. He also has SharePoint experience including managing document libraries, user access, and Web parts. Will is a self-starter and independent worker who has an innate technical curiosity, strong interpersonal skills who enjoys being hands on with technology.

Key Words

Senior Technical Writer. Training Developer. Courseware Developer. Consultant. Requirements Analyst. Business Analyst. Requirements documents. Functional specifications. Design documents. Operations guides. Administrator guides. Installation guides. Getting Started guides. User guides. Online help. Training guides. Technical articles. Network diagrams. Process flow diagrams. Network diagrams. Microsoft Office. Adobe FrameMaker. Adobe Acrobat. RoboHelp. Adobe Dreamweaver. Visio. Microsoft Project. Adobe Illustrator. Adobe PhotoShop (working knowledge). SnagIt. HTML. CSS. XML (working knowledge). Windows XP Professional. Windows Vista. Windows 7. Google Wave. Microsoft Office SharePoint Services 2007. Hummingbird DM. Document Management Systems. Content Management Systems. Web 2.0. Social Media.

Career Highlights

08/09 to Present

Technical Writer, The CENTECH Group, Lorton, VA

- Provide internal consulting support to the BEMS training team at Customs and Border Protection (CBP) in the areas of technical writing, MS Word template development, MS Word template troubleshooting, technical editing, peer reviews, and style guides.
- Provide mentoring to a team of trainers tasked to write training guides.
- Member of the Dimensions Working Group, a cross-functional team tasked to use Serena Dimensions 10 for document management over all training documentation deliverables produced CBP wide.
- Developing a proposal to move the team's SharePoint site out of a CBP-wide pilot program and into production with full use of all SharePoint features.

07/09 to Present

Contributing Writer, WebWorkerDaily/GigaOM, Springfield, VA

- Write original blog posts about online collaboration, Google Wave, Evernote, OneNote, Microsoft Office 2010, Web Office applications, productivity, and remote/mobile working for this GigaOM Network site. Some of my posts have been syndicated on salon.com cnnmoney.com and nytimes.com.

10/09 to 01/10

Freelance Technical Writer, Neustar, Sterling, VA

(Short term Independent Contract)

- Provided technical writing support to an initiative for rebranding and updating SIP-IX and WMRS technical documentation.
- Provided technical writing support to an initiative for updating GSMA PathFinder technical documentation.

10/09 to 12/09

Freelance Technical Writer, Gallaudet University, Washington, DC

(Short term Independent Contract)

- Provided technical writing and editing support for Information Technology Services (ITS) policies and procedures including confidential information handling and log retention. Use Google Wave for project communications and collaboration.

03/09 to 05/09

Contract Technical Writer, CorTechs, Inc., Centreville, VA

(Short term Contract)

- Provided technical writing and editing support to a CorTechs project at the Department of Education to upgrade the Enterprise Management Support System, an HP Project Portfolio Management (PPM) software-based acquisition management system.

10/08 to 02/09

Product Manager, Integra5 Communications, Woburn, MA/Springfield, VA

- Managed the Integra5 product roadmap defining the product direction for MediaFriends Chat, the MediaFriends Social Media Application Suite, and the porting of Integra5 products to EBIF taking into account the Integra5 strategy change from the cable market to mobile operators.
- Revamped the product development process including new standards for Product Requirements Documents, review cycles, and improved communications between Integra5's US corporate headquarters and Israel-based R&D group.
- Researched Social Media applications including Facebook, Facebook Connect, Twitter, Photobucket, and Picasa Web Albums for potential integration into future Integra5 product offerings.

10/06 to 10/08

Consulting Senior Technical Writer/Analyst, NeuStar, Inc., Sterling, VA

(Independent Contract)

- Provided technical writing support to PathFinder, a service for the GSMA that facilitates IP interoperability by translating telephone numbers to IP-based addresses.
- Developed the PathFinder Partner Programme Certification Guide in collaboration with the GSMA and NeuStar.
- Developed the PathFinder Customer Turn Up Guide in collaboration with the GSMA and NeuStar.
- Provided technical writing support to the SIP-IX development team. SIP-IX is a carrier grade VoIP peering service targeting cable MSOs.
- Worked with executive and director level management to devise an interoperability testing strategy for new NeuStar Web services.
- Provided project management consulting support to NeuStar Advanced Services in the areas of project scheduling, resource pooling, and project reporting.
- Collaborated with an Advanced Services development team to improve the SRS (Software Requirements Specification) development process to better define services and project plans.
- Collaborated with senior developers on software architecture and API documentation.
- Developed MS Word documentation templates to meet NeuStar internal and external customer documentation requirements.
- Developed a SharePoint Wiki to document editorial and product naming decisions.
- Administrator for two Microsoft Office SharePoint Services 2007 sites that served as repositories for project scheduling information and project documentation.

11/04 to 10/08

Freelance Technology Writer/Editor, Will Kelly Technical Communications, Springfield, VA

- Wrote articles for *Processor Magazine* about Small to Medium Enterprise related topics including VoIP, network security, data center management, enterprise storage, Web Office technologies, IT staffing, and implementing Microsoft Office.
- Wrote technical marketing communications materials for Penton Custom Media in support of Microsoft server and TechEd product and service offerings.
- Wrote articles for *PC Today Magazine* about mobile computing and other technology topics including Adobe Acrobat collaboration, Microsoft Office Live, VoIP/IM convergence, Skype, Google Calendar, Webmail/Outlook integration, and Microsoft Office Visio.
- Wrote articles for *Windows IT Pro Magazine* about Microsoft Office and Web Office related topics.
- Wrote articles for *Project Manager Planet* about project management tools and techniques.
- Technical Editor, *How to Do Everything with Outlook 2007* from McGraw Hill.
- Contributor, *Microsoft Windows Vista: The Complete Reference* from McGraw Hill.

10/05 to 09/06

Contract Senior Technical Writer, Inter-American Development Bank, Washington, DC

(On contract through Ajilon Consulting)

- Provided technical writing, editing, and documentation management support for the Internal Controls Project, a bank-wide project to document technology infrastructure and internal business controls to meet a COSO audit. The documentation covered configuration management, network security, and database management.
- Served as a subject matter expert and advisor for IADB IT management about technical documentation.
- Developed a project document library in a Hummingbird DM-based document management system. Worked with team leads and technical staff to resolve application issues and work around system limitations.
- Developed and maintained a technical documentation style guide and Microsoft Word templates for the COSO audit documentation.
- Worked with the IADB's DBA team to introduce a Wiki to put the team's system documentation online.

12/03 to 10/05

Contract Senior Technical Writer/Instructional Designer, Securities and Exchange Commission, Alexandria, VA

(On contract through FedSource)

- Provided technical writing support to an agency-wide deployment of Microsoft Active Directory.
- Provided technical writing and desk side training support to an agency-wide deployment of Microsoft Office Communicator 2005.
- Provided technical writing and desk side training support to an agency-wide deployment of Microsoft Office 2003.
- Provided technical writing and analysis support to agency-wide end user IT security training.
- Developed and delivered a training course about developing MS Word templates for legal documents.
- Developed and delivered a training course in support of an agency-wide Telework pilot.
- Developed training and documentation about MS Word document security for agency attorneys.
- Developed and delivered an Adobe Acrobat 7 training course focused on replacing a paper-driven document review process using Acrobat's review tools.

2/03 to 12/03

Freelance Technical Writer/Analyst, Various Clients, Springfield, VA

Selected projects include:

- Developed a four-hour training course about the CommonSpot Content Server based upon an existing multi-day training course for FigLeaf Software to for delivery to the Voice of America. Attended client meetings to discuss course customization options.
- Updated the Work Request Application Functional Specification for FigLeaf Software. This Cold Fusion-based facilities management workflow application is being implemented at the Library of Congress. Attended FigLeaf/Library of Congress meetings to gather information about the specifics of the application implementation.
- Wrote marketing communications materials for nPlusOne Group in support of their management buyout and rebranding. Documented their deployment methodology for enterprise Storage Area Networks (SANs).
- Wrote technical and project management related articles for CNET Builder.com, CNET TechRepublic.com, and Element K Journals. Topics included Microsoft Visio/Microsoft Project integration, SharePoint Team Sites, and hiring technical writers.

9/02 to 2/03

Contract Technical Writer/Analyst, Fannie Mae, Washington, DC

(On contract through Princeton Information)

- Developed a style guide, templates, creation process, change control process, and production process for a large Visio diagram library documenting Fannie Mae mission critical application infrastructure.

4/02 to 5/02

Contract Technical Writer, CareFirst, Washington, DC

(On contract through Comsys Technical Services)

- Researched, developed, and presented a technical writing /training development strategy for a five-day hands-on training class teaching claims examiners and management how to use FEPDirect, a Web-based health care claims management application.

5/01 to 2/02

Contract Technical Writer/Analyst, Road Runner HoldCo, LLC (now Time Warner Cable), Herndon, VA

(On contract through Eclipse Consulting)

- Gathered and maintained the technical requirements, functional specifications, design document, and other documentation for the Road Runner Content Management Application (CMA). Led cross-functional team throughout the requirements gathering process of the SDLC.
- Wrote, edited, and maintained technical requirements, functional specifications, design documents, installation guides, training materials, user guides, and systems documentation for Road Runner Broadband Technology Division engineering projects. Projects included network security, network bandwidth consumption monitoring, cable modem firmware updates, Oracle 8i database replication, and IP address management.

2/01 to 5/01

Contract Technical Writer/Editor, iDirect, Reston, VA

(On contract through Mindbank Consulting)

- Developed assembly, operations, and administrator documentation for satellite based IP communications technologies targeting federal and corporate customers. 10/00 to 1/01

Customer Content Analyst, AnswerLogic, Washington, DC

- Developed and utilized content analysis processes and metrics to determine usability of Web and online content for internal and customer-based CRM applications utilizing the AE1 answer engine.
- Acted as lead project manager for corporate Web site. Helped define the AE1 deployment process based upon industry best practices.

6/99 to 9/00

Contract Technical Writer/Analyst, Road Runner ServiceCo, LLC (now Time Warner Cable), Herndon, VA

(On contract through Eclipse Consulting)

- Developed and maintained functional specifications for the Road Runner CMA and CDA.
- Developed an Operations, Administration, and Maintenance Guide for a Vignette Story Server-based Web publishing system with 24x7 availability.
- Developed network operations, architecture, and security documentation in support of the build out of Road Runner's network backbone.

2/99 to 6/99

Contract Senior Technical Writer, UUNET WorldCom (now Verizon Business), Fairfax, VA

(On contract through Mindbank Consulting)

- Developed user, administrator, security, and system documentation for UUNET Dial Access Network products. Project lead for establishing documentation templates and style guidelines.

Education

B.S., English, Frostburg State University, Frostburg, MD