

Professional Summary

Will Kelly is a seasoned and versatile senior technical writer and analyst with extensive experience developing Software Development Lifecycle (SDLC) documentation, technical architecture documentation, operations guides, administrator guides, technical reports, and end user documentation. He has also published technology articles in national publications and contributed to commercial computer books on topics including project management, VoIP, network security, data center technology topics, and Microsoft Office. Will is a self-starter with an innate technical curiosity who enjoys being hands on with technology. His work experience includes Federal government contracting, Internet services, financial services, cable broadband, and telecommunications.

Key Words

Senior Technical Writer. Senior Technical Editor. Training Developer. Courseware Developer. Documentation Manager. Consultant. Requirements Analyst. Business Analyst. Requirements documents. Functional specifications. Design documents. Operations guides. Administrator guides. Installation guides. Getting Started guides. User guides. Online help. Web-based documentation. Courseware. Training guides. Technical articles. Web content. Network diagrams. Process flow diagrams. Network traffic flow diagrams. Product roadmaps. 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 Server 2003. Microsoft Office SharePoint Services 2007. Hummingbird DM. Document Management Systems. Content Management Systems.

Career Highlights

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.
- Provided editorial support for CorTechs proposals and marketing communications efforts.

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.
- Researched and developed the product requirements to integrate the i5 Converged Services Platform (CSP) with Facebook via Facebook Connect.
- 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.
- Developed MS Word documentation templates to meet NeuStar internal and external customer documentation requirements.
- Administrator for two Windows SharePoint Services 2007 sites that served as repositories for project scheduling information and project documentation.

- 11/04 to 10/08 **Freelance Technology Writer/Editor, 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 tools, 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 to ensure consistency across the project's documentation set.
 - 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)
- Collaborated with SEC staff about the training and documentation requirements to support the agency-wide deployment of Microsoft Windows SharePoint Services 2003 and SharePoint Portal Server 2003.
 - Managed the instructional design and development of a Telework training curriculum in support of an agency-wide Telework pilot using content from a variety of sources. Worked with SEC management to refine training requirements and delivery based upon technology changes in the project. Mentored the training team on the new technologies introduced into the user community. Provided subject matter expertise to SEC management about the project hardware, cable broadband, wireless SOHO networking, and Microsoft Office 2003.
 - Developed and delivered an Adobe Acrobat training course as part of an initiative to replace a paper-based document review process with an electronic review process. Adapted their current processes and showed how electronic document reviews would better secure and expedite document reviews. Taught pilot courses and refined the training materials based upon pilot participant feedback.
- 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 a 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 /courseware development strategy for a five-day hands-on training class teaching claims examiners and management how to use FEPDirect, a Web-based claims management application used to service the insurance claims of CareFirst/Blue Cross Blue Shield Federal employee insurance customers.
- 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. The CMA is a Vignette-based application providing content management and workflow for roadrunner.com. Technologies included XML, Vignette, Cascading Style Sheets, and JavaScript.
 - 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 Communications, Reston, VA**
(On contract through Mindbank Consulting)
- Wrote and edited the iDirect NetModem II Assembly Guide and the iDirect NetModem II System User's Guide.
- 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 Content Management Application and Content Display Application.
 - 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, 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.
- 7/98 to 1/99 **Senior Technical Writer, SAGA Software, Reston, VA**
- Researched and developed a product-level documentation plan for the development of external and internal technical documentation. Managed development of the company's first technical documentation style guide. Worked with R&D leadership to define the major document deliverables of the SDLC.
- 10/97 to 7/98 **Contract Technical Writer/Web Developer/Analyst/District Web Administrator, AT&T, Herndon, VA**
(On contract through CIBER)
- Publisher to the AT&T Knowledge Management System (KMS/KWEB) providing online documentation to over 4,000 end users of the AT&T Customer Care Platform.
 - Web administrator for the AT&T CCP AE&D Intranet serving over 4,000 end users across the country.
- 11/96 to 4/97 **Contract Technical Writer, Unisys Corporation, McLean, VA**
(On contract through Brannon & Tully)
- Technical Writer, SSA IWS/LAN System Documentation. Worked on a team involved in all phases of an agency-wide workstation and server deployment in support of the Social Security Administration IWS/LAN Contract.
- Education** B.S., English, Frostburg State University, Frostburg, MD, 1991