

William Blank

Technical Writer and Communicator with Business Analyst Skills

SUMMARY

- Accomplished technical writer, business analyst, course designer and Web content writer with over fifteen years' experience in both contract and permanent positions
- Writes clearly, concisely and accurately, translating technical information into simple-to-understand English
- Formerly Instructor of Advanced Technical Writing and Editing, Regional and Continuing Education, California State University, Sacramento
- Experienced in business analysis of user requirements, work flows, creating use cases, policies and procedures
- Experienced in user interface design, training course design and development web design standards and usability issues
- Skilled at producing computer user manuals, system documentation, RFP's, training manuals, online Help, intranet and Internet sites, technical marketing materials, documentation plans and design descriptions
- Expert level user of all standard Microsoft and Adobe office applications
- Creates tutorials and training courses from analysis and design, through development, implementation and evaluation
- Codes in HTML, including JavaScript and CGI, with some SQL familiarity
- Edits graphics in all document formats, produces attractive page layouts in all applications
- For additional information and work samples, see <http://www.technicalwrites.com>

SKILL HIGHLIGHTS

- | | | |
|-----------------------|--------------------|---------------|
| ▪ Microsoft Windows | ▪ Adobe FrameMaker | ▪ HTML |
| ▪ Microsoft Word | ▪ Adobe PageMaker | ▪ CSS |
| ▪ Microsoft Office | ▪ Adobe Photoshop | ▪ XML |
| ▪ Microsoft FrontPage | ▪ Adobe Flash | ▪ SQL |
| ▪ Microsoft Visio | ▪ Adobe InDesign | ▪ Javascript |
| ▪ Paint Shop Pro | ▪ Adobe Acrobat | ▪ Dreamweaver |

RECENT EXPERIENCE

VICTIM COMPENSATION AND GOVERNMENT CLAIMS BOARD, STATE of CALIFORNIA, Technical Writer/Consultant, 1/2009-present

- Reverse-engineering multiple Oracle, DB2 and SQL Server databases to create data dictionaries for web-based applications in order to meet audit requirements

CALIFORNIA EMERGENCY MANAGEMENT AGENCY, STATE of CALIFORNIA, Technical Writer/Consultant, 10/2008-12/2008

- Documented server setup and created installation guide for Response Information Management System, a server providing web-based real-time access to governmental emergency response systems

CALIFORNIA PUBLIC EMPLOYEE RETIREMENT SYSTEM, STATE of CALIFORNIA, Technical Writer/Consultant, 6/2008-10/2008

- Documented Telecom Assessment Project, an analysis of current agency telecom environment and industry trends, recommending future upgrade directions to include VoIP, SOA and the merger of telecom, data and applications

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DEPARTMENT OF JUSTICE, STATE of CALIFORNIA, Technical Writer/Business Analyst/Consultant, 11/2007-5/2008

- Wrote system administrator use cases for renovation of Violent Crimes Information Network, a Java-based web application used for public information and law enforcement

CALIFORNIA PUBLIC EMPLOYEE RETIREMENT SYSTEM, STATE of CALIFORNIA, Technical Writer/Consultant, 4/2006-10/2007

- Documented software design, architecture, testing procedures, database design and security requirements for a service oriented architecture development project to update entire system infrastructure

DEPARTMENT OF SOCIAL SERVICES, STATE of CALIFORNIA, Technical Writer/Consultant, 12/2005-3/2006

- Documented software design, architecture, database design and security requirements for a web-based case auditing application
- Participated in business analysis, use case creation and database design

DEPARTMENT OF JUSTICE, STATE of CALIFORNIA, Technical Writer/Consultant, 7/2005-12/2005

- Wrote technical documentation recording build procedures, coding standards, database design and release procedures for a Java and Oracle-based middleware solution

SN SERVICING CORP., Sacramento, CA, Technical Writer/Consultant, 1/2005-7/2005

- Wrote vision/scope, design documents, use case scenarios, web interface standards, process flow diagrams in a software development environment

DST INNOVIS, El Dorado Hills, CA, Technical Writer/Consultant, 10/2004-12/2004

- Documented XML APIs in a new product development environment, including writing scenarios, frameworks, SOAP structure and examples

HEALTH NET, INC., Sacramento, CA, Senior Writer, 3/2003- 3/2004

- Created sales presentations, user documentation, policies and procedures, proposals, flow charts, training materials, website content, brochure content in a new product development environment

ABRIGE CONSULTING, Seattle, WA, Technical Writer/Consultant, various dates

- Wrote physician's user guide for web-based application tracking performance by selected management criteria, technical marketing materials, patent application

BLUESHIELD of CALIFORNIA, Eldorado Hills, CA, Tech Writer/Consultant, 9/2002-10/2002

- Developed content for corporate intranet Help Desk, designed to reduce routine calls from internal customers by providing desktop and corporate procedures

COUNTY of SACRAMENTO, Sacramento, CA, Course Designer, 8/2001-6/2002

- Developed, designed and wrote training courses and manuals for Materials Management module of SAP upgrade, including project management, template design and business process analysis documenting purchasing, financial and HR procedures

EDUCATION, PROFESSIONAL ACCOMPLISHMENTS and PUBLICATIONS

- MA in Hebrew Literature, Hebrew Union College
- BA with Honors, English, Kenyon College
- Society for Technical Communications, Sacramento Chapter, past-president, 1998-99; received special award for Distinguished Service, February, 2001
- Co-chair, Touchstone '99, the Northern California Technical Publications Competition
- Published articles in *Intercom*, journal of the Society for Technical Communication, "Double Your Fun," December, 2000, "Elegant Documentation," April, 2001

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