

# William Blank

*Technical Writer and Communicator with Business Analyst Skills*

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## **SUMMARY**

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- 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**

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|-----------------------|--------------------|---------------|
| ▪ 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**

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**VICTIM COMPENSATION AND GOVERNMENT CLAIMS BOARD, STATE of CALIFORNIA, Technical Writer/Consultant, 1/2009-12/2009**

- Reverse-engineered multiple Oracle, DB2 and SQL Server databases to create data dictionaries for web-based applications in order to meet audit requirements
- Created reports analysis dictionary, describing available system reports and enabling improvements

**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*

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- 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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