

# Steven W. Lemanski

## Business and Technical Communications

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An inventive and effective communications professional, experienced with leading collaborative writing teams to create compelling, persuasive content—involving complex technical concepts—for either targeted or general audiences.

### Education

- B.A., Communication (minor in Journalism), University of Colorado, Boulder, Colorado
- Post-graduate coursework in technical writing, University of Colorado, Boulder, Colorado

### Skills, Certifications, and Training

- Prior mass media experience in news, promotions, programming, and production
- Broad business communications experience in proposals, marketing (marcom), and technical writing
- Large software repertoire (MS—Word, Excel, PowerPoint, Publisher, Visio; Adobe—PageMaker)
- Proposal training: Writing Winning Proposals (Shipley) and Proposal Basics Boot Camp (APMP)
- Project management training: Introduction to Project Management (Northrop Grumman)
- IT certification: ITIL (Information Technology Infrastructure Library) Foundation Certification
- Professional affiliations: Society for Technical Communication (STC), Association of Proposal Management Professionals (APMP), Rotary International (Rotary Club of Herndon, Virginia), past member Help Desk Institute (HDI)

### Work Experience Highlights

2005 – 2009	<b>Northrop Grumman Information Technology</b>
<b>Technical Writer/Editor</b> – Proposals and Marketing	Chantilly, Virginia

Duties: Wrote and edited white papers, datasheets, proposals, business development boilerplate text, technical responses/articles, presentations, and other materials in communicating clearly and effectively to a wide range of internal and external audiences. Interfaced and collaborated with proposal analysts/managers and subject matter experts (SMEs), in writing, reviewing, and revising proposals for new business worth \$1 million to \$1.5 billion in contract value. Interviewed stakeholders and SMEs to capture, document, and refine services, solutions, and requirements. Authored and edited internal company communications as well as external marketing collateral for Northrop Grumman marcom department. Senior writer/editor for the development of standardized, baseline proposal content and ITIL-based service catalog for company's IT managed services initiatives. Won Northrop Grumman's Timely Awards Program (TAP) award in 2006, for technical writing/editing contribution to west coast team in their competitive bid for Data Center Consolidation SOW for American Honda Motors.

1999 – 2005	<b>Northrop Grumman Information Technology</b>
Help Desk Manager/ <b>Proposal Content Author</b>	Lafayette, Colorado

Duties: As member of company's customer service management team and an IT services SME, frequently wrote technical proposal content that detailed Northrop Grumman's hardware and software maintenance services. As a key contributor to company's development of single-point-of-contact, multi-platform, triage call center models for new business opportunities, spearheaded the documentation of many processes and procedures. Regularly represented company in customer-facing presentations. Led several call center organizations, including national technical support (level-3, multi-platform problem

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management for internal/external customers) and later, three level-1 help desks for both private and public sector customers. Supervised and coached up to 30 employees at one time, and managed a nearly \$1million budget. Acquired well-honed, hands-on skills in IT managed services best practices; personnel management; and service provider performance metrics and reporting.

1997 – 1999 Help Desk Analyst/Trainer/Newsletter Editor	<b>Exempla Healthcare Information Systems</b> Wheat Ridge, Colorado
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Duties: Excelled as senior help desk analyst. Wrote, edited, and published Exempla Healthcare’s first-ever, enterprise-wide IT newsletter, which contained software training and user assistance (UA) content. Delivered IT technical support and incident management services to medical professionals, employees, and volunteers.

1988 – 1996 Help Desk Analyst/Trainer/Newsletter Editor	<b>Storage Technology Corporation (StorageTek)</b> Louisville, Colorado
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Duties: Performed multi-faceted role of lead help desk analyst, trainer, and UA technical writer for this original equipment manufacturer (OEM) mobile workforce. Wrote, edited, and published a technical, *how-to* IT newsletter. As solo analyst, helped pioneer this early generation help desk for a mobile user population that grew more than 500 percent—from 250 to 1,500 users—in just three years. Won award, given by VP of worldwide field operations, for outstanding support of hardware/software upgrades for users in five domestic regions and Canada. Taught mobile equipment orientation classes.

Prior to 1988 Writer/Producer/Director	<b>Various Media Organizations</b> Colorado and Arizona
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Duties: **KUSA-TV** (ABC affiliate), Denver, Colorado—television on-air director. **KYEL-TV** (NBC affiliate), Yuma, Arizona—television news anchor/reporter. **KMGH-TV** (CBS affiliate), Denver, Colorado—television copy writer, promotions; writer/assignment desk analyst, newsroom; grip, news reporter/photographer teams. **KGNU-FM** (NPR affiliate) Boulder, Colorado—radio producer, [audio] news magazine documentaries. **Colorado Daily** newspaper, Boulder, Colorado—free-lance reporter (stringer).