

Jay Malone McClendon

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Skills	Writing	Editing
	Indexing	Design
	Desktop publishing	Single-sourcing
	Web content	Technical documentation
	Help authoring	Authoring for ESL and low-literacy readers
	Information storyboarding	Government and commercial consulting
	Training and coaching	Rapid acquisition of knowledge and skills

Tools Access, Acrobat, Camtasia, Documentum, Dreamweaver, Excel, Flash, FrameMaker, Groupware, Livelink, Paint Shop Pro, Power Point, Project, PVCS, RoboHelp, SnagIt, Test Director, Test Track Pro, Visio, Visual SourceSafe, WebWorks, Word

Recent employment history

April 2006 to Present

AboutWeb

Vienna, VA

Senior technical writer

- **Sprint Customer Operations Communications.** In a deadline-driven environment, produced Web content for customer care specialists and billing representatives.

June 2005 – March 2006

QuadraMed

Reston, VA

Senior technical writer

- **Affinity Tool.** Managed the documentation library for the Affinity Tool product, the development environment for a medical application that integrates patient financial information and clinical information. The Tool library consists of about 30 documents totaling nearly 2,000 pages and is aimed at system administrators and system managers at client hospitals. Worked closely with developers, testers, support analysts, and project managers to make sure this highly technical documentation is up-to-date, correct, and usable.

March 2004 – June 2005

Blue Canopy

Reston, VA

Senior technical writer

- **AOL.** Wrote and edited highly technical documentation such as programmer's guides, partner guides, and SDLC documents with UML modeling for Premium Services products.
- **SER Solutions.** Wrote user guides and technical documentation for knowledge management/artificial intelligence applications. These applications mimic human intelligence to learn and extract information from a variety of documents. Developed and executed a single-sourcing

strategy to control online help and printed manuals. Developed online and classroom training material.

March 2001 – 2004

Resource Consultants Inc.

Vienna, VA

Senior technical writer, Division 11 (IT)

- **March2Success.** Developed requirements, storyboards, and content for the logon and registration module of this U.S. Army Web site, which offers services to assess and improve high-school students' skills in taking standardized tests.
- **ACAP XXI Army Career and Alumni Program.** Developed methodology for single-sourcing content in Word. Edited and rewrote design and systems manuals, including use cases; edited and created original end-user manuals. Re-purposed material for readers of various backgrounds and technical expertise, primarily end users, who, despite having non-technical backgrounds, perform moderately technical jobs.

April 1998 – March 2001

iQuest Solutions

Bethesda, MD

Senior information developer, technical writer

- **PricewaterhouseCoopers ITG Knowledge Management /Technical Documentation.** Produced content and developed information architecture, marketing materials, and supporting documentation for two technically oriented intranet sites.
- **PricewaterhouseCoopers Knowledge Management Intranet Development.** Developed user requirements, and design and content specifications for an intranet portal site and associated databases serving 3,500 consultants, and collateral on-line materials. The project involved the redesign of the client's existing intranet site to update its front and back ends to improve look and feel, organization, and usability.
- **Ginnie Mae Home Zone (www.ginniema.gov/homezone/index.html).** As a creative director, conceptualized and developed content that appealed to children with different learning styles, interests, and intellectual capabilities. Wrote scripts for four animated "edutainment" stories, as well as four chapters of instructional textbook content. Developed the story line for the showcase interactive game and participated in design and pilot sessions with teachers and students.
- **Ginnie Mae Web site redesign (www.ginniema.gov).** This annual redesign updated and streamlined the appearance and content of the client's Web site. Created new content and recast existing text, and participated in functional requirements analysis. Conducted a formal assessment of existing content and developed recommendations for modernizing and improving it so that the content addressed the multiple audiences that use the site.

- **Ginnie Mae Systems Group Technical Documentation.** As the lone editor / technical writer for the Ginnie Mae Systems Group, edited or wrote more than 10 book-length manuscripts in a year. Designed, edited, and wrote users' manuals, processes, technical documents and other materials, and managed documentation production schedules and team contributions. Coached staff members in technical writing and desktop applications. Developed quality assurance metrics and documentation standards.

**Other
experience**

Print publications judge, 2006 STC international technical writing competition

Newspaper writer and editor, freelance writer, photographer, marketing and public relations specialist, photography instructor

Education

Utah State University, graduate studies in technical communication

Athens State University, Bachelor of science in psychology

Auburn University, Bachelor of arts in journalism