

# Judy Titterton

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Alexandria, VA

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## Summary

Technical Communicator experienced in:

- Writing online help, technical documentation, computer-based training and instructional design, and end user manuals
- Preparing project plans and developing procedures
- Project Management of large documentation projects

## Education

Professional Certification in Technical Communication, University of California, Berkeley

MBA, Marymount University, VA

BS, Education, Millersville State University, PA

## Award

Society for Technical Communication Merit Award for Online Communication for Quick Service Register computer-based training module

## Experience

### Technical Skills

Microsoft Office, Captivate, Visio, Corel Draw, Adobe Acrobat, Photoshop Elements, FrameMaker, RoboHelp

### Work History

**Bart & Associates, Springfield, VA**

**2007 – Present**

**Senior Technical Writer assigned to Customs and Border Protection,  
Department of Homeland Security**

Senior level Technical Writer providing writing and editing support to Passenger Systems Program Office. “Above and Beyond” assigned duty projects include:

- Developed Web content for SharePoint sites throughout the program office.
- Illustrated complex technical drawings.
- Designed and developed new product demos in Captivate for field officers.
- Developed training modules and tutorials for internal use.
- Wrote user’s guides, job aids, articles.
- Designed all materials for open house and project showcase events, including “Bring Your Child to PSPO Day”; also, designed department marketing materials (brochure and PowerPoint presentation).
- Designed all materials for Branch Director’s in-house workshops.

**Menusoft Systems Corporation, Springfield, VA**

**2004 – 2007**

**Technical Writer**

Staff Technical Writer for Menusoft Systems Corporation, developer of Digital Dining, a PC-based restaurant management system software.

- Wrote user’s guides, job aids, release notes, case studies, product update announcements, and read me’s; used Job Track as a research tool in addition to interviews, existing publications, and hands-on application.
- Designed all computer-based training packages in Captivate; designed and conducted user testing; wrote voice over scripts.
- Wrote all personas and user profiles.
- Redesigned and updated training modules for Basic, Intermediate, and Advanced in-house training, plus all webinar materials.

- Designed online template formats for company and sales forms; located these forms in Microsoft Outlook\Public Folders.
- Wrote all sales demonstration scripts now posted on the company's web site to aide product resellers.

**Northrop Grumman Information Technology, Falls Church, VA** **2001 – 2004**  
**Configuration Analyst, Quality Assurance Team Leader, Data Management Team Leader**

Responsible for QA of all Configuration Management (CM) contract deliverables for SEI-CMM Level 3 environment, supporting TRICARE. Wrote user guides, training manuals, and procedures; edited and QA'd all documents. Managed the operations of the web-based data management library.

- Updated CM procedures for Peer Reviews, Formal Deliverables, Informal Deliverables, Engineering Drawing Processing, and QA Reviews. Trained all staff members in new procedures.
- Compiled procedures for data entry and maintenance of web-based library of over 17,000 items. Conducted refresher training to all staff members on an as-needed basis.
- Wrote *Web Site User Guide*, test scripts, and designed online Help for web-based library.
- Updated Security System Authorization Agreement (SSAA) documents.
- Updated documentation Style Guide; also created templates for new documents. Style Guide included tutorials in using documentation-enhancing features of Microsoft Word.
- Updated procedures for using CDRL database (Microsoft Access) to track milestones for contract deliverables.
- Provided mentoring in software usage, writing style, document design, and information presentation.

**EMC Corporation, Alexandria, VA** **2000 – 2001**  
**Technical Writer**

Prepared online documentation for NT and MVS software for data storage. Wrote, updated, and revised online help. Prepared user guides, installation guides, and reference materials. Edited all publications for clarity, consistency, quality, and adherence to standards and templates.

- Wrote over 300 reference, process, and procedural topics, popups, glossary items, and index entries. Designed the look and feel of online help for EMC ControlCenter.
- Compiled, edited, and revised white papers, release notes, and messages and codes guides. Created indexes, formatted complex topic information.
- Wrote *Online Help Standards and Procedures* guide for use by all writers on all projects, *Customer Central User Guide*, for using product tracking and customer support software.

**MicroStrategy, Inc., Vienna, VA** **1999 – 2000**  
**Contract Technical Writer**

Updated and revised online help and System Guides, Developer Guides, and User Guides for enterprise-wide DSS applications.

**Lawrence Livermore National Laboratory, Livermore, CA** **1999**  
**Technical Writer/Editor**

Prepared online documentation, training materials, and other communications for internally developed software applications using information mapping standards.

- Revised reference guide and 4 web-based tutorials for Vantive HelpDesk, an application used to track and solve problems reported to the Laboratory's Support Centers handling 30-50 calls/day.
- Updated online reference manual and 9 web-based tutorials for the Total Online Purchasing System (Oracle-based) used each quarter. Manual used by 400+ Purchasing Managers throughout the Lab.
- Redesigned Application Helpdesks web page. Revised HTML coding. New web page hits increased by ~15% in 2-month timeframe.
- Designer for Applications Status website development team. As designer, conducted User Profile and Needs Analysis research, and created page layout.

**Contract Technical Writer**

1997 – 1998

**Cohesive Technology Solutions, Inc., Moraga, CA**

Assigned to Wells Fargo Bank, Credit Card Division. Documented network engineering activities for Year 2000 compliance. Project included replacing 4,000 non-Y2K compliant desktop computers.

- Wrote desktop set-up and printer installation guides for use by engineers, network systems analysts, and customer service specialists. Devised 11-point checklist to simplify desktop hardware and software replacement.
- Developed Test Certification Guide and Change Control Notebook used by engineers and network systems analysts to aid in documenting the required information for Y2K compliance.

**Setka, Inc., San Ramon, CA**

Prepared corporate information and business procedures for computer consultant placement company servicing over 350 consultants and 75 clients.

- Managing Editor for corporate web site development team of 6 department managers. As coordinator of the team, provided quality control, content, design suggestions, and testing. Revised HTML coding. [www.setka.com]
- Researched and wrote 130-page Employee Handbook for use by over 40 employees. The Handbook included an appendix of emergency information and safety procedures specific to each office.
- Wrote procedures for use by new and temporary administrative employees for updating MS Access database containing over 10,000 resumes.

**Pacific Bell, San Ramon, CA**

Project Manager/Technical Writer for disaster recovery of major statewide network responsible for a 13-member team of technicians, programmers, network administrators, and disaster recovery specialists.

- Developed and wrote project definition report, project plan, and work breakdown structure for Disaster Recovery Application Certification Plan.
- Led in developing the disaster recovery plan for a network comprising over 80 drops throughout the state.

**Individual Software, Inc., Pleasanton, CA****Manager, R&D Services**

1995 – 1996

Managed services department for developer of instructional software products. Coordinated IT department activities including technical support and help desk.

- Due to expert knowledge of the software, assigned as project manager and testing manager for revised consumer sales product, Typing Instructor.
- Supervised 6 help desk employees who provided assistance to 300+ calls/week.

**Maxwell Laboratories, Inc., Alexandria, VA****Lead Technical Editor/Project Manager****Held DoE security clearances**

1991 – 1995

Provided technical editing, desktop publication, security, and computer network administration services for major Department of Energy publication.

- Managed \$4.2 million contract, staff of 15. Responsible for all financial management, monitoring, and reporting for government and corporate requirements.
- Designed all documents, developed all specifications and guidelines for authors, editors, illustrators, desktop publishers. Publication size: 7 volumes with 800+ maps and illustrations, and 8 appendices.
- Wrote technical/scientific/environmental Style Guide for all documents based on GPO Style Manual. Used by 100+ authors and editors.

**Professional Organizations**

Society for Technical Communication, Washington, D.C. Chapter.

American Association of University Women, Alexandria, VA, Branch, board member, Web site designer, newsletter editor/designer, sponsor of local Soup Kitchen dinners.