

# Tamye J. Lyles

12100 Forge Lane, Bowie, Maryland 20715

(301) 262-2333 (h), (301) 802-0808 (cell)

[wordsmythe@erols.com](mailto:wordsmythe@erols.com)

---

<b>Objective/ Summary</b>	Ms. Lyles is interested in a senior-level position in technical writing, business analysis, or training. Supervisory and management opportunities are also welcomed. Ms. Lyles has 14 years of experience, including supervisory, in the technical communication arena and experience in business analysis in both government and commercial sectors. She has worked in a team environment as a team participant but can also function well on her own. Ms. Lyles also has extensive experience in developing standards for documentation groups and processes and procedures for projects and programs. She also has experience with start-up programs and building new teams and groups. Ms. Lyles has developed security plans, user guides, system manuals, training materials, business processes, management plans, and web pages. She is familiar with several business processes including Capability Maturity Model (CMM), ISO-9000, and the Rational Unified Process (RUP). Ms. Lyles has analyzed requirements and updated operating procedures manuals. She has proofed materials for purpose, clarity, and grammar, ensuring compliance to both commercial and government standards. Ms. Lyles has interacted with project liaisons, analysts, programming staff, and users throughout the full system development life cycle. She possesses exemplary writing, editing, communication skills, as well as an understanding of information technology concepts. Ms. Lyles is highly organized and detail oriented and is capable of managing and prioritizing simultaneous projects. She is intuitive and possesses exceptional information gathering skills.
<b>Computer Skills</b>	Familiar with IBM, Macintosh, Scanners as well as HTML, FrameMaker, PageMaker, Freelance, Persuasion, PowerPoint, CorelDRAW!, Micrografx Designer, Visio, HiJaak, OmniPage Professional, Microsoft Word, WordPerfect, Excel, Access, MS Office Suite, MS Project, RoboHelp, Outlook, Lotus Notes, Visual SourceSafe, SharePoint, SnagIt, and Adobe Acrobat.
<b>Education</b>	Graduate coursework in Information Technology, American InterContinental University, Washington, DC. Bachelor of Arts in English—December 1991, 3.66 GPA in major. Bachelor of Arts in Criminal Justice—May 1989, University of Maryland at College Park.
<b>Training</b>	Writing Winning Proposals, August 1994.
<b>Clearances</b>	Top Secret SSBI (expired), DOJ IC (inactive).
<b>Experience</b>	<b>Technical Writer/User Analyst</b> , Surrex Solutions Corporation, Owings Mills, MD; October 2004 to January 2005. Create and edit user support guides, user bulletins, standard operating procedures, as well as processes and standards for the User Support Group and the Production Support Team. Clients include CareFirst, Inc. <b>Technical Writer</b> , PPS Information Systems Staffing, Towson, MD; June 2004 to August 2004. Duties include assisting with writing Sarbanes-Oxley Compliance documentation, including policies and procedures for IT and information security. Clients include Bally Total Fitness. <b>Independent Consultant</b> , The Wordsmythe, Bowie, MD; March 2003 to Present. Duties include writing, designing, and developing technical documentation for commercial, non-profit, and government sectors as well as business analysis such as leading requirements meetings, specifying requirements and verification criteria to develop requirements documentation, project plans, design documents, implementation plans, installation guides, user guides, quick reference guides, assessments, and online help. Other types of documentation include project schedules, presentations and proposals. <b>Senior Business Analyst</b> , Hall Kinion, Rockville, MD; February 2003 to March 2003. Duties include developing requirements documentation for a web-based application, Thomson Advisor, using the Rational Unified Process and attending requirements team meetings to capture requirements, features, and minutes. Clients include Thomson Financial. <b>VistaRMS, May 2002 to January 2003</b> <b>Senior Business Analyst</b> , VistaRMS, Herndon, VA; November 2002 to January 2003. Duties include writing, designing, and developing technical documentation for the Fee Assessment System, a web-based application, including requirements documentation, user guides, and technical drawings using the Rational Unified Process and Information Mapping techniques as well as business analysis activities, including assisting in implementing sub-projects and meeting organizational commitments. Other types of documentation include organizational documentation, processes, and procedures. Clients include Freddie Mac. <b>Senior Technical Writer</b> , VistaRMS, Herndon, VA; May 2002 to November 2002. Duties include writing, designing, and developing technical documentation for commercial and government sectors including requirements documentation, project plans, weekly and monthly reports, project status reports, test plans, user guides, and final reports for pilot programs. Other types of documentation include marketing materials, presentations, and technical solutions for proposals. Clients include the OPTIMUS Corporation, and numerous federal, state, and local government agencies.

## Tamye J. Lyles

12100 Forge Lane, Bowie, Maryland 20715

(301) 262-2333 (h), (301) 802-0808 (cell)

[wordsmythe@erols.com](mailto:wordsmythe@erols.com)

---

### Experience (continued)

**Documentation Specialist**, Computer Horizons Corporation, Vienna, VA; March 2001 to November 2001. Duties include writing and preparing documents and working with Section 508 requirements relating to the Retail Data Mart (RDM) including training materials, newsletters, process documentation, and hardware/software documentation. Clients include NCR and the United States Postal Service.

**Quality Assurance Manager**, Information Experts, Herndon, VA; September 2000 to December 2000. Perform independent reviews of products during the development process and prior to delivery. Perform technical writing assignments as requested.

#### **SAIC, July 1998 to June 2000**

**Technical Communications Team Lead**, Science Applications International Corporation, Washington, DC; June 1999 to June 2000. **Technical Editing:** Maintains the Program's Staff Resume Database to include periodic review, updates and rewrites. Supports Program Proposal production efforts. Performs technical editing and writing in accordance with established industry guidelines (Chicago Manual of Style, GPO Style Guide). Establishes documentation guidelines, procedures, and templates. Implements and communicates effective internal review procedures for ensuring high quality deliverables to each client. Coordinates final production of deliverables. Deliverables include customer monthly status reports, technical white papers, assessment reports, IV&V reports, user manuals, training materials, and all other contract deliverables, all of which must meet customer, SAIC, and software industry documentation standards and requirements. Establishes and maintains Program Deliverable tracking and control. Works collaboratively with technical staff to produce quality documents for delivery to a variety of clients, and implements and communicates effective internal review procedures for ensuring high quality deliverables to each client. Rewrites material to fit defined document templates and standards.

**Supervisory:** Assesses strengths and weakness of Technical Communication Team members for the purpose of proposing skill enhancement training. Performs continuous improvement within Technical Communication Team and with regard to Program initiatives. Pre-screens, interviews and provides formal recommendation for potential TCT new hires. Designs, develops and implements identified Program processes. Conducts training for staff and team members and provides formal documentation program-approved processes. Establishes Program style standards and documentation processes.

**Quality Assurance:** Assists in the production of Program-level Standards and Guideline formal documentation and template development. Incorporates Corporate Best Practices into Technical Communication Processes and Deliverable Products. Performs Configuration Management of Program Deliverables. Performs records/file management of Program Deliverables to include drafting Retention Policy for Program review and approval.

**Technical Writer**, Science Applications International Corporation, Washington, DC; April 1999 to June 1999. Responsible for technical documentation for the Department of Transportation Y2K Service Bureau. Check authors' documents for spelling and grammar and for content problems (e.g., missing instructions or sections, redundant, unnecessary, or unclear sections). Ensures that documents follow program standards. Develop and revise templates, as appropriate. Writes documentation, as required. Assumed Team Lead duties in June 1999.

**Technical Editor**, Science Applications International Corporation, Washington, DC; July 1998 to April 1999. Responsible for technical documentation for the Immigration and Naturalization Service's STARS program. Check authors' documents for spelling and grammar and for content problems (e.g., missing instructions or sections, redundant, unnecessary, or unclear sections). Ensures that documents follow the INS style guide. Maintains the style guide; suggests revisions to the style guide, as appropriate. Writes documentation, as required.

**Senior Technical Writer**, EDP Contract Services, Columbia, MD; February 1998 to July 1998. Duties include writing and preparing documents relating to the software development lifecycle for delivery including security plans, test plans, functional requirements documents, concepts of operation, briefings, online help, user manuals, and quality assurance. Clients include KMPG Peat Marwick and the U.S. Department of Housing and Urban Development.

**Senior Technical Editor**, Signal Corporation, Adelphi, MD; October 1997 to January 1998. Duties include preparing documents and scholarly works for publication including writing, editing, proofreading, and working with authors for the Army Research Laboratory.

**Communications Specialist**, Automated Information Management, Inc., Washington, DC; June 1997 to October 1997. Responsible for developing, writing, and editing materials in support of the Program Office of the Federal Aviation Administration for use with the public and internally. Types of materials include: newsletters, Web pages, brochures, briefings, booklets, and larger documents.

## Tamye J. Lyles

12100 Forge Lane, Bowie, Maryland 20715

(301) 262-2333 (h), (301) 802-0808 (cell)

[wordsmythe@erols.com](mailto:wordsmythe@erols.com)

---

### Experience (continued)

**Technical Editor/Computer Data Librarian**, Macfadden and Associates, Inc., Silver Spring, MD; June 1996 to January 1997. Responsible for creating and maintaining documentation standards and developing an archiving process for the Analysis and Certification Division of the Department of State. Duties include editing and coordinating all aspects of the production process from inception to delivery including: meeting with authors and review teams, attending kickoff meetings, orienting authors to the documentation process, assessing document requirements and setting schedules with project teams, and selecting appropriate hardware and software as well as vendors for supplies, materials, and production work. Types of documentation include: assessments, certifications, research papers, presentations, and internal standards.

**Technical Editor**, Lockheed Martin Services, Springfield, VA; April 1995 to June 1996. Editor in a 4-person publications group supporting the Army Global Command and Control System for the U.S. Army at Ft. Belvoir, Va. Duties include editing and coordinating all aspects of the production process from inception to delivery including: meeting with authors and review teams, attending kickoff meetings, orienting authors to the documentation process, assessing document requirements and setting schedules with project teams, and selecting appropriate hardware and software as well as vendors for supplies, materials, and production work. Types of documentation include: software specifications, management plans, training materials, presentations, proposals, user manuals, and description documents.

**Technical Writer**, Lockheed Martin Services, Lanham, MD; April 1992 to April 1995. Write, edit, and design internal publications as well as documents including engineering specifications, presentations, and manuals for the Special Payloads Division at the NASA Goddard Space Flight Center. Coordinate all aspects of the publication process including meeting with authors and review teams, assessing project requirements, and screening consultants. Also responsible for evaluating hardware and software for procurement as well as choosing vendors for supplies, materials, and production work.

**Documentation Assistant**, Hughes STX, Lanham, MD; September 1991 to June 1993. Prepared documents for publication including writing, editing, proofreading, paste up, word processing, and assembly for the National Space Science Data Center at the NASA Goddard Space Flight Center. Also edited proposals and monthly reports as well as other documents for the Technical Publications department during her last year there on an occasional part-time basis.

### Volunteer Positions

**Managing Editor**—*Capital Letter*, Society for Technical Communication, Washington, DC Chapter; May 1995 to August 1998. Responsible for the design, editing, and production of the monthly chapter newsletter. Duties include coordinating a team of 4 volunteers, interfacing with executive committee members, coordinating production schedules with vendors, and developing and maintaining a budget.

**Editor**—*Exploring Express*, Exploring Division, National Capital Area Council, Boy Scouts of America, Bethesda, MD; January 1995 to March 1997. Design, edit, and produce a bi-monthly newsletter to inform and educate the area Exploring units about the council Exploring program.

**Committee Manager**—*Capital Comment*, Society for Technical Communication, Washington, DC Chapter; January 1995 to May 1995. Newsletter committee manager for the daily newsletter for the 1995 international conference for the Society for Technical Communication. Managed a committee of 10 volunteers in the design, production, and editing of the Capital Comment from inception to delivery.

**Trainer**, National Capital Area Council, Boy Scouts of America, Bethesda, MD; April 1988 to Present. Teach adult advisors and youth officer's leadership skills.

**Newsletter Advisor**—*Byte of Data*, Explorer Post 1275, Greenbelt, MD; September 1987 to June 1993; December 2003 to Present. Assist and train youth editors and contributors in the production and design of the monthly newsletter.

### Associations Recognitions

**Senior Member**—Society for Technical Communication; **Senior Member**—IEEE Professional Communication Society  
**Recipient**, Exploring Leadership Award, an award for outstanding service to youth at the post and council level, National Capital Area Council, Boy Scouts of America, March 1997.

**Recipient**, District-Sponsor Award, Region 2, an award for outstanding support and service, Society for Technical Communication, January 1997.

**Recipient**, Lightning Award, a commendation and bonus for editing, design, and production, Lockheed Martin Services, October 1992.

*References/Portfolio available upon request.*