

Allen W. Rotz

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Security Clearance

TS in process for 8 months, local full background investigation conducted by FBI in January 2004. Current Secret. Previously held TS/SCI.

Summary

Technical writer/communicator experienced in producing usable, understandable how-to procedures to enable users to accomplish a task efficiently, effectively, and with a sense of competency and satisfaction.

Broad technical support experience: developed both operational procedures and maintenance training courses; wrote user and installation procedures; taught training courses.

Degreed technical training enhances personal style to work effectively with experts and systems designers. Able to understand techno-speak and complex operational processes, visualize system interoperation, and write both simplified and detailed operational plans and guides in easily-grasped plain English.

Experience

- Tested Web applications; applied test scripts and created alternative operational scenarios to fully exercise system logic; identified bugs; recorded scenarios producing system logic errors; discussed these scenarios with the system developers.
- Wrote user and operations manuals, test scripts; edited system design descriptions and other manuals to complete a suite of SDLC documentation for Web applications.
- Created user manuals and produced visual displays (tables and charts) to educate non-technical individuals about the operation of electronic and mechanical systems.
- Interviewed subject matter experts, collected and analyzed data, wrote technical reports/operations plans, and created summarizing tables and diagrams.

Skills and Abilities

- Quickly analyzes problems, develops solutions, and produces desired result.
- Experienced in prioritizing tasks and working in teams or independently on multiple projects to fulfill production requirements.
- Uses technical background and experience to quickly learn new technology.

Publications

“Information Architecture,” *Capital Letter*, January 2002, Society for Technical Communication, WDC Chapter, www.stcwdc.org/PDF/newsletter_jan02.pdf (pp 4-5)

Book Review: *Leonardo's Laptop: Human Needs and the New Computing Technologies* by Ben Shneiderman, <http://www.stcsig.org/usability/newsletter/0310-review-shneiderman.html>

Software

MS Office Suite, Windows, HTML, Visio

Education

B.S. Electrical Engineering, Pennsylvania State University

M.S. Engineering Administration, completed course work, George Washington University
Program for Certificate of Accomplishment in Technical Editorial Practices, Graduate
School U.S. Department of Agriculture, completed courses: Technical Writing, Writing
in Plain Language, Practical Writing, Writing for the Web, Information Architecture,
Principles of Editing for Publication.

Employment

Executive Office of the President, Office of the Chief Information Office, Technical
Writer, contractor, November 2003–July 9, 2004

DC Tech Writing, Washington, DC, Technical Writer, January 2001–present

Morgan Lewis & Bockius, Washington, DC, Paralegal, April 2000–November 2000

Howrey & Simon, Washington, DC, January 1994–April 2000

Derenberger & Page Court Reporting, Bethesda, MD, VP Operations, 1989–1993

Joint U.S. Military Aid Mission/Technical Liaison Office, Ankara, Turkey,
Chief of Engineering, 1985–1988

National Security Agency, Ft. George E. Meade, MD, Senior Electrical Engineer,
1974–1985, 1988–1989

Professional Seminars

Section 508 Compliance, *Making Web Sites Accessible*, Walter Houser, Federal
Webmasters Working Group, CPCUG, June 16, 2001

Webmaster Bootcamp, Digital Division, Alexandria, VA, June 11-15, 2001

Lynda Weinman, *The Art of Web Design*, Washington, DC, July 27, 2001

Edward R. Tufte, *Presenting Data and Information*, Alexandria, VA, May 10, 2001

Professional Societies

Society for Technical Communication

Usability SIG Manager, Washington, DC chapter

Co-chair, Usability Seminars, 2005 STC Annual Convention

Usability Professionals Association

IEEE: Communications Society and Professional Communications Society

American Society for Information Science and Technology

Information Architecture SIG

National Capital Toastmasters I