

Kristen L. Sweet

Technical Writer & Functional Analyst ♦ Training & Instructional Design ♦ Editing ♦ Information Design ♦

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Technical and Management Skills

- Technical writer and editor of end-user systems development life cycle documentation, policies and standard operating procedures
- Functional Analyst: understand software design, functionality, configuration and behavior of products; gather, document and translate client business requirements into functional specifications, technical requirements documents and scoping documents for the development of IT systems, identify tasks and specific relationships between tasks
- Instructional trainer and designer of classroom training courses and Online help author of application support context-sensitive help, template developer for Microsoft Word®
- Work collaboratively in a team environment, analyze and translate technical information into usable documentation, use problem-solving skills to identify and develop documentation strategies

Professional Experience

Senior Technical Writer and Functional Analyst – Computer Sciences Corporation

On contract at Department of Homeland Security/U.S. Citizenship and Immigration Services

October 2007 – Present

- Manage the ITLM documentation processes: work with the developers and system analysts to prepare the documentation, including requirements, design, and development testing, version descriptions, test analysis reports, and user guides
- Develop and maintain user documentation templates and style guide; collect and organize information required for all project releases
- Capture, consolidate, and communicate the information from the Subject Matter Expert's (SMEs); identify project tasks; identify the business requirement and solution for the problem/task
- Transform SME input information to ensure it is easily understood by the development team; determine assumptions and constraints regarding business logic and processes that may not be clearly stated by the SMEs; identify and resolve conflicting requirements between the development team
- Edit functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents; gather, analyze, and compose technical information
- Conduct research and ensures the use of proper technical terminology; translates technical information into clear, readable documents used by technical and non-technical personnel; develop and analyze Service Desk statistical information as used within various management reports
- Work with Process Engineer and Quality Assurance teams to support the continuance of CMMI certification, assist with process improvement efforts, train new project teams, and mentor of new team members, understand, implement, and enforce the Program's CMMI level 3 approved processes

Senior Technical Writer — Advanced Technology Systems

On contract at Federal Election Commission

February 2005-September 2007

- Develop and maintain user documentation and online help templates; monitor industry-standard style trends and work with Information Technology Division at the Federal Election Commission to update our style conventions and in-house Style Guide
- Manage the SDLC documentation processes: gather requirements, work with the system analyst to prepare the system design, develop the test plan and assist users with System and UAT testing, conduct internal system testing, prepare release notes, track system problems and determine a resolution by working with the development team, develop the online help systems and print user guides
- Manage documentation team: write documentation plans, coordinate team assignments, coordinate reviews, and track review process; serve as the documentation lead for the mainframe conversion to J2EE

Senior Information Designer — Ancon Group

On contract at United States Mint

March 2003-February 2005

- Wrote and edited how-to documents, standard operating procedures, United States Mint directives, training course materials, U.S. Mint system-wide messages, and user guides; served as a project lead for the development of end-user documentation for the United States Mint MAXIMO Inventory Maintenance, CW Direct, and PeopleSoft applications
- Managed documentation processes: gathered requirements, wrote documentation plans, coordinated team assignments, coordinated SME reviews, and tracked review process; participated in the development of Software Development Life Cycle documents at the United States Mint; monitored industry-standard style trends and worked with Information Products Group to update our style conventions and in-house Style Guide
- Conducted peer editing to ensure compliance with group conventions; worked with production team on document design and layout; participated in Quality Assurance reviews for United States Mint internal applications and website; researched, evaluated, and implemented new documentation templates; participated in the Process Improvement Team for the United States Mint

Proposal Writer— Abacus Technology Corporation

July 2002-January 2003

- Developed proposal material by interpreting federal procurement notifications; created outlines and requirements compliance matrices; managed the proposal production schedule; developed and managed the proposal templates and style guide; participated in document review meetings and proposal strategy meetings

Proposal Writer – RGII Technologies, Inc.

October 2001 to June 2002

- Developed proposal material by interpreting federal procurement notifications; created outlines and requirements compliance matrices; coordinated the proposal production schedule; developed and managed the proposal templates and style guide; researched, collected, organized, and interpreted information from a variety of sources; coordinated proposal teams and participated in red team reviews

Technical Trainer & Writer - SOTAS Corporation

July 2001 to February 2002

- Developed the technical training courses for internal and external software applications; developed and managed the templates and style guide; conducted technical training on internal and external software applications; conducted internal training for new hires

Technical Trainer & Writer - Corvis Corporation

July 2000 to May 2001

- Developed the technical training materials and instructor guides; conducted technical training on Corvis hardware and software; created and designed the customer catalog for internal Corvis products; worked with the hardware and software engineering department; created and designed technical graphics used in the training materials; participated in the Installation and Turn Up of several customer sites

Technical Writer — KBM Group

On contract at Bureau of Alcohol, Tobacco, Firearms and Explosives

August 1997 to May 2000

- Created and designed SDLC documentation; developed and managed the templates and style guides; developed and conducted technical training courses and instructor guides; managed technical training teams; performed usability testing; posted documentation to the Intranet; managed the implementation and roll out of the N-Force application; and worked with the development team on new development and implementation of client-server applications

Software Skills Summary

- Word Processing: All Microsoft Office® Applications, Adobe® FrameMaker, Acrobat
- Web/Graphics: SnagIt; Full Shot, WinZip, some Illustrator, Photoshop, PageMaker experience
- Online Help: RoboHelp
- Document and Configuration Management: Documentum, Visual Source Safe
- Operating Systems: Windows NT, 95, 98, 2000, XP, Vista

Education

Bachelor of Arts in Scientific and Technical Communication, Bowling Green State University, May 1997

Professional Membership (1994-Present)

Society for Technical Communication (STC), Senior Member

- Immediate Past President – Washington, DC Chapter (2008-2009)
- President – Washington DC Chapter (2006-2008)
- Vice President, Events Committee Manager (2004-2006)

Security Clearance

USCIS 6C Security Clearance (Public Trust), 2007 - *active*