

## WILLIAM S. WHITESIDE

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### EXECUTIVE SUMMARY

A highly qualified, results-oriented professional with more than 12 years of experience in Technical Writing, Process Analysis, and Quality Assurance. Has excellent communication, analytical, and critical thinking skills, and the ability to learn quickly, to be flexible, and to work as a team member or a leader.

Has made considerable accomplishments in the areas of:

- ❖ **Cost Reduction**
- ❖ **Increased Efficiencies**
  - ❖ **Improved Development Processes and Business Practices**
  - ❖ **Improved Client Communication and Relationships.**

The primary contributions include:

- ◆ User Documentation
- ◆ Process and Business Analysis
- ◆ System Documentation
- ◆ Knowledge Management
- ◆ Policies and Procedures  
(Based on ISO 9000 and SEI/CMM principles)
- ◆ Quality Assurance
- ◆ Project Management
- ◆ Marketing Collateral
- ◆ Web Site Design and Implementation
- ◆ Business Plans and Proposals

### ACHIEVEMENTS

#### MCNA DENTAL, FORT LAUDERDALE, FL

May, 2014 — PRESENT

(Administers dental benefits for Medicaid, Medicare, and Commercial customers.)

**Technical Writer:** Responsible for creating and maintaining user manuals, training manuals, system guides, technical specifications, and help guides. Also responsible for user and system documentation, including electronic, Web-resident, and hardcopy, based on collaboration with software engineers, QA, and subject matter experts. Additionally, responsible for the standardization, documentation, and maintenance of all IT Policies and Procedures.

#### TBC CORPORATION, JUNO BEACH, FL (Contract) September, 2013 — January, 2014

(Holding company for tire and auto repair shops throughout the United States)

**Technical Writer (Contract):** Prepared user and system documentation, including electronic, Web-resident, and hardcopy, based on collaboration with software engineers, QA, and subject matter experts. Also responsible for release notes and press releases.

#### ADVANCED PUBLIC SAFETY, DEERFIELD BEACH, FL

May, 2010 — September, 2013

(Software Provider To Public Safety Agencies and Court Systems)

**Sr. Technical Writer / Process Analyst:** Provided user and system documentation for Web-based applications, and administered the proposal and RFP preparation process. Also analyzed internal business practices, recommended improvements, and documented the associated processes.

#### JKG GROUP, BOCA RATON, FL

August, 2008 — March, 2010

(Marketing and Corporate Communications Fulfillment Provider)

**Business Analyst / Sr. Technical Writer:** Defined software system solution requirements and SDLC processes. Created and published end-user documents and on-line Help for ecommerce environments, as well as system design specifications. Created, organized, and managed knowledge repositories as the Knowledge Manager.

**DAYJET, BOCA RATON, FL****January, 2007 — June, 2008**

(Innovator of the "Per-Seat, On-Demand" jet services)

**Process Analyst / Sr. Technical Writer:** Reviewed, analyzed, and documented Information Technology (IT) systems and processes, and provided end-user documents and technical specifications for an e-Commerce portal. Collaborated with software engineering to create systems documentation, and served as liaison to Quality Assurance and the user community.

Selected and managed additional writers, and tested existing processes for recommended changes and modifications. Served as communications liaison between development teams and user departments by organizing process reviews and establishing and implementing standards.

**THE STANLEY GROUP, BOCA RATON, FL****November, 2005 — January, 2007**

(A consulting services company: Process and Project Management, and Technical Communications)

***FX SOLUTIONS, FORT LAUDERDALE, FL***

**Technical Writer:** Interfaced with users, stakeholders and technical staff to perform business analysis and requirements gathering, and created and maintained systems documentation, and operational procedures.

***VISA INTERNATIONAL, MIAMI, FL***

**Technical Writer/Business Analyst:** Engaged as a consulting resource to provide analysis of LAN support processes for the global enterprise. Assignment involved creating supporting technical and user documentation that included: training manuals, user manuals, and escalation documentation.

***REPUBLIC SERVICES, FORT LAUDERDALE, FL***

**Business Systems Requirements Writer:** Commissioned to create, seek approval of, and publish system requirements and design specifications for applications and reports.

Previous clients included:

- ◆ Citibank International
- ◆ AT&T Wireless Services
- ◆ Mercator Software (IBM)
- ◆ The Wackenhut Corporation
- ◆ ADT
- ◆ Office Depot
- ◆ Blockbuster Entertainment
- ◆ Burger King

**CHAMPION SOLUTIONS GROUP, BOCA RATON, FL****February, 2004 — November, 2005**

(A data storage solutions provider)

**Process / Knowledge Transfer Analyst:** Was responsible for establishing, organizing, and implementing best business practices to ensure efficient internal operations and Client satisfaction. Provided the associated process flows and documentation, which included pre-sales and technical requirements, policies and procedures, and user guidelines.

Accomplishments included:

- ◆ Establishment of an internal knowledge base to ensure immediate access to up-to-date documentation, templates, and information.
- ◆ Introduction of Web-based documentation.
- ◆ Initiation of inter-department communication, resulting in mutually beneficial processes.

**SPHERION CORPORATION, FORT LAUDERDALE, FL****May, 2002 — January, 2004**

(An international provider of staffing, recruiting, and outsourcing services)

**Technical Writer / Researcher:** Responsible for the review, analysis, and documentation of Information Technology (IT) systems and processes, provided end-user documents and technical specifications. Worked with other ITS professionals and user clients to design and document new systems and processes, and re-engineered existing functionality. Tested existing processes and recommended changes and modifications.

Performed other technical research using the Internet, libraries, and other technical documentation to gather information on various IT subject areas. Documented policies, processes, procedures, and systems, and prepared presentation material as appropriate. Administered changes to existing documentation and systems, and maintained current documentation and writing updates.

Accomplishments include:

- ◆ Improved accessibility of documentation on local and public environments—hard copy as well as electronic.
- ◆ Improved communication between development teams and user departments by organizing process reviews, and establishing and implementing standards.
- ◆ Decreased the costs of publishing documents 30% by implementing electronic access.
- ◆ Decreased the time required to update and publish documents and communiqué.

### **PREVIOUS EXPERIENCE**

Director of Communications / Communications Manager / Director of Administration / Project Manager / QA Manager

### **EDUCATION & AFFILIATIONS**

Bachelor of Arts Program, Business Administration, Capital University, Dayton, Ohio

Member, Society for Technical Communication

Member, Institute of Electrical and Electronics Engineers (IEEE)

### **SKILLS**

Microsoft Office, RoboHelp, MadCap Flare, HTML, Forex, FrontPage, SharePoint, FrameMaker, Word, Photoshop, FullShot, Excel, PowerPoint, content provider, editor, CorelDRAW, PageMaker, Agile, Content Strategist, Web publishing, ecommerce, Oracle Tutor, Outlook (forms), Visio, Adobe Acrobat, PDF, Lotus Notes, ISO 9000 and SEI/CMM principles, IEEE, Siebel, Proposal Writer, Technical Specifications, Society for Technical Communication (STC), Managed Services, Knowledge Management, Process Improvement, Change Management, Business Analysis, Shrink-wrapped Software