

Ronald J. Whiteurst

745 Glenhaven Dr.
Hurst, Texas 76054-2305
817-319-8715
rwh553@mindspring.com
www.linkedin.com/in/ronwhiteurst

Summary

Proficient in documentation areas:

- Process documentation (various products and industries)
- Functional and business requirements
- Equipment operation and maintenance manuals
- Proposals and requests for proposal

Skill / Years / Level

Microsoft Word / 27 / Master
Microsoft Excel / 27 / Advanced
Microsoft Access / 21 / Intermediate
Microsoft PowerPoint / 22 / Advanced
Microsoft Visio / 15 / Advanced
Microsoft Publisher / 21 / Advanced
HTML / 12 / Intermediate
Adobe Dreamweaver / 9 / Advanced
Snagit / 9 / Advanced

Skill / Years / Level

Adobe RoboHelp / 5 / Advanced
Adobe Acrobat Pro / 9 / Advanced
Adobe PhotoShop / 10 / Intermediate
Adobe FrameMaker / 6 / Intermediate
Adobe PageMaker / 16 / Advanced
Corel PaintShop Pro / 12 / Advanced
Corel WordPerfect / 21 / Advanced
SharePoint / 8 / Advanced
Public Speaking / 28 / Advanced

Military Experience

U.S. Air Force. Performed preventive maintenance and troubleshooting on analog and digital mainframe equipment.

Work Experience

DynCorp Intl, LLC – Fort Worth, TX

October 2016 to December 2016

Contract Technical Writer—Drafted and edited disaster recovery documentation in support of alternate hot site build out. Prepared application and database Visio diagrams in support of new ScaleArc configuration.

Pacific Union Financial, LLP – Irving, TX

July 2016 to September 2016

Consultant Technical Writer—Worked with SMEs to develop procedural documentation for several IT operations in preparation for company audit.

Fidelity Investments – Westlake, TX

November 2015 to May 2016

Consultant Technical Writer—Worked with software development group to edit and transfer existing documents to Ribbit (in-house designed web site product) HTML pages. Built new Ribbit spaces, groups, and documents. Consulted with group management on best use of Document Central as repository for legacy documentation currently scattered over many LAN drives.

XTO Energy – Fort Worth, TX

April 2015 to September 2015

Contract Technical Writer—Prepared process documentation to support IT Security Services Team in their use of various alerting and monitoring software tools (e.g., CyberArk, Duo, etc.). Drafted departmental procedures in preparation for upcoming external audit.

Think Finance – Fort Worth, TX

October 2014 to March 2015

Contract Technical Writer—Developed and implemented a plan to gather all company IT documentation into a SharePoint repository; included developing document templates. Required completion of unfinished docs and creation of new in-house process and product documentation.

ETC, Inc. – Richardson, TX

April 2014 to August 2014

Contract Technical Writer—Part of a 12-person team that developed functional requirements and preliminary design documents for toll road industry software. Personally tasked with learning and documenting new open source inventory management application.

Résumé of Ronald J. Whiteurst (Cont.)

Work Experience (Cont.)

Fiserv, Inc. – Dallas, TX

October 2007 to March 2014

Senior Technical Communicator—Lone technical writer who supported nine proprietary financial industry software products. Created templates to standardized look and feel of customer-facing product documentation. Developed getting started, administrator, and user guides for all products. As “stand-in” business analyst, worked with developers to design and write use cases for new user interfaces (agile methodology). Also wrote business requirements, functional specifications, release notes, and training documentation for software. Built SharePoint documentation repository.

Consultant – Contract Technical Writer

September 1994 to October 2007 as follows:

CapGemini. Irving, TX (November 2006 to October 2007) *Technical Writer*—Developed operations and training documentation for major electric utility company. Researched and documented business and functional requirements for IT software projects.

Carreker Corporation (now part of Fiserv, Inc.). Dallas, TX (April 2006 to November 2006)

Technical Writer—Developed user guides and accompanying context-sensitive, online help system (using RoboHelp) for software that is marketed worldwide to large banks and financial institutions.

American Airlines. Fort Worth, TX (October 2005 to April 2006) *Technical Writer*—Coalesced the input of 12 to 15 American Airlines subject matter experts to produce a 404-page request for proposal to replace outdated software systems.

Beal Bank. Plano, TX (June 2003 to September 2003, June 2004 to January 2005, and April 2005 to September 2005) *Technical Writer*—Developed departmental procedures for loan servicing functions within the bank in preparation for ISO certification. Also developed other documents for accounting, bankruptcy, defaulted loan, tax and insurance, and information technology groups. Special attention required to ensure Sarbanes-Oxley compliance.

Equity Bank. Dallas, TX (February 2005 to March 2005) *Technical Writer*—Developed IT department policies and procedures compliant with Federal Financial Institutions Examination Council (FFIEC) guidelines in preparation for an upcoming bank audit. Required to ensure documentation compliant with Sarbanes-Oxley guidelines.

GE Aircraft Engine Services. Dallas, TX (May 1998 to June 2002) *Technical Writer*—Revised customers’ jet engine repair manuals to incorporate manufacturer and Federal Aviation Administration (FAA) updates. Worked with Quality and Environmental Health and Safety Departments to update documentation to comply with ISO requirements. One of my ideas saved the company \$26,000 per year.

Various Companies. (February 1994 to March 1998) Consultant—

- Revised departmental procedures for All Saints Hospital to comply with applicable health care industry standards.
- Created and administered software training documentation for All Saints Hospital.
- Learned and taught Microsoft’s email and scheduling software for Lucent Technologies.
- Worked as PC workstation and LAN troubleshooter with The Tandy Corporation.

Paradigm Traffic Systems, Inc. Fort Worth, TX (September 1994 to September 1995) *General Manager*—Upgraded and stabilized Novell network (hardware and software) to automate office activity. Responsible for overall company operations, including highly competitive inside sales and marketing. Prepared proposals in response to regional requests for service quotations from municipal government entities. Managed core staff of four who were responsible for outside sales, product receiving, storage, installation, and equipment troubleshooting.

Prior to September 1994

Technical Writer—Worked with various companies to research and develop documentation for Postal Service equipment, L.A. County Sheriff’s Department Communications System, military aircraft, radar training equipment, Frito-Lay manufacturing and production equipment, and a NASA space shuttle TV subsystem.