

# RON WHITEURST

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## Senior Technical Writer

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Creative and accomplished professional with a broad range of experience in writing, editing, and proofreading content to enhance client engagement as well as meet companywide objectives. Proven track record of drafting premium quality content for multiple platforms, including print, digital, and web through strong research, brainstorming, and amendment techniques, while maintaining consistent writing themes to maximize copies' reach. Expert in conducting thorough research on assigned topics, generating ideas for new content types, and proofreading articles before publication to promote products and services. Possess excellent communication, interpersonal, and problem-solving skills to collaborate at multiple levels of organization. Proficient in working within team-oriented environment to achieve organizational targets and goals. Technical capabilities in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Visio), Adobe Acrobat Pro, Adobe Frame Maker, SharePoint, HTML, and Snagit.

- Creative Content Writing
- Team Building and Leadership
- SOPs and Regulatory Compliance
- Research and Proofreading
- Copywriting and Editing
- Customer Satisfaction
- Transcription and Trans-creation
- Client Service Management
- Key Relationship Building

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## Career Experience

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**Technical Writer / Analyst**, Populus Financial Group, Irving, TX 2019 to 2021

Provided high-level business support through transcribing Visio infrastructure drawing packages to assist disaster recovery activity as well synopsis reports that senior management used to present to auditing agencies and vendor partners.

Appreciated by leadership for translating complex data into reader-friendly text in the crafting of Playbooks and job aids, and for creating business continuity and disaster recovery (DR) documentation. Management also valued coordinating relevant DR exercises to support IT group in proficient manner.

**Contract Technical Writer**, DynCorp International, Fort Worth, TX 2018

Assisted in disaster recovery operations through developing application runbooks and updating IT disaster recovery documentation to streamline workflow.

**Business Analyst / Technical Writer**, Tata Consultancy Services, Dallas, TX 2017 to 2018

Prepared standard operating procedures, change management, patch management, business continuity / disaster recovery, and RESTful API documentation, while supporting development and testing on SailPoint execution project for Identification and Access Management (IAM) to achieve business objectives.

**Contract Technical Writer**, DynCorp International, Fort Worth, TX 2016

Efficiently supported new ScaleArc configuration through designing application and database Visio diagrams as well as maintained updated disaster recovery documentation for alternate hot site build out in accurate manner.

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**Consultant Technical Writer**, Pacific Union Financial, Irving, TX 2016

Formulated IT department policy and procedures for audit, including SDLC and change and patch management documents while handling SharePoint repository and troubleshooting process methodologies to improve productivity.

**Consultant Technical Writer**, Fidelity Investments, Westlake, TX 2015 to 2016

Drafted hybrid Waterfall / Agile concept, edited documents to develop new web page content by utilizing Ribbit; in-house web site product, and offered recommendation to management on Document Central usage as repository for legacy documentation to elevate operational efficiency.

**Contract Technical Writer**, XTO Energy, Fort Worth, TX 2015

Achieved diversified needs of business by developing process documentation to support Security Services Team for alerting and monitoring software tools, including CyberArk and Duo while preparing accurate records for audits.

**Contract Technical Writer**, Think Finance, Fort Worth, TX 2014 to 2015

Designed multiple documentation templates, updated offered products / services drafts, and supervised a team of two staff members to maintain records in SharePoint repository in professional manner.

**Contract Technical Writer**, ETCC (Electronic Transaction Consultants Corporation), Richardson, TX 2014

Facilitated in developing Functional Requirements and Preliminary Design Documents for toll road software by utilizing SharePoint for repository, versioning, and approval cycle to accomplish predefined targets.

Played an instrumental role in creating new open-source inventory management applications and developing GUI by using HTML and new open-source tools to attain company-wide objectives.

**Senior Technical Communicator / Business Analyst**, Fiserv, Inc., Dallas, TX 2007 to 2014

Prepared getting started, administrator, and user guides for products by inducing agile and waterfall project development approaches while standardizing customer-centric product documents and assisting nine proprietary online financial industry software products to achieve strategic objectives.

- Played pivotal role in meeting monthly change release cycles by updating and distributing product documents as well as building SharePoint libraries as document repository to rationalize business activities.
- Collaborated with developers to write use cases in Jira for new user online interface / experience (UI/UX) design and “user test” related software fixes and generated requirements for waterfall developers.

*Additional working experience as Technical Writer / Consultant for multiple organizations and Computer Systems Repairman at US Air Force.*

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## Educational Background

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**Associate Degree in Computer and Information Science**, Expected: 2023

Tarrant County College, North Richland Hills, TX