Jon Russell

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Utilize configuration management capabilities in an SDLC/CMMI Level 2/3 ITIL software development/maintenance lab.

Education

Bachelor's, English, Philosophy, University of Minnesota, 1984
Master's, Scientific & Technical Communication, University of Minnesota, 1987

Employment

Computer Sciences Corporation (CSC), Federal Contractor at Department of Homeland Security (DHS), U.S. Citizenship and Immigration Services (USCIS) Benefits Group, December 2007 to Present, Configuration Management Specialist, Washington, DC

Utilize configuration management capabilities within a CMMI Level 3 software development lifecycle for the USCIS Office of Information Technology (OIT) client.

Transitioned to configuration management group from tech writing/documentation group; work within and possess comprehensive knowledge of CM, familiar with contract/project CM requirements; detail oriented; familiar with ISO-9001, CMMI Level 2 and 3 within an ITIL framework.

Responsible for monitoring and controlling hardware and software configuration baselines to maintain accuracy and consistency; monitor and control documentation libraries in both contemporary software development and legacy mainframe environments. Contemporary software components managed with Serena Version Manager and Team Foundation Server (TFS); mainframe software components managed with CA-Endevor.

Assists CM lead with the Change Control Board (CCB) process to ensure timely and accurate dissemination of data and ensure changes are in accordance with approved CMMI Level 3 CCB procedures. Assist CM lead with reports on baseline configuration changes for software group's Change Control Board. Responsible for maintaining and enforcing a structured documented CM process, decomposing configuration items into appropriate configuration units to define the technical components required to satisfy the specified requirements of the project or tasks, ensures version control integrity for software and non-software components (documentation) by establishing permissions and protecting environments for code and document libraries.

Proactive in proposing CM work routine improvements to streamline configuration processes, with positive customer-relations communication skills and problem solving skills, assists customers and support personnel in understanding software, hardware, documentation configuration.

Assists CM lead with updating configuration processes and procedures, prepare and manage change request documents, provide support to the Configuration Control Board (CCB), log, process, verified and reported on the incorporation and follow-up of Software Change Request (SCR) approvals, tracked and managed Test Problem Reports (TPR) with software test group.

Assists CM lead with audits of configuration management activities by validating results against the baseline. Reports findings to program manager.

Develops technical installation guidelines and other documentation of hardware and software standards to facilitate tracking.

Documentation specialist work before CM transition included editing software lifecycle documentation such as the Interface Control Agreement (ICA); Requirements Traceability Matrix (RTM); Software Requirements Document (SRD); Software Design Document (SDD); Development Test Plan (DTP); Development Test Analysis Report (DTAR); Version Description Document (VDD), and GUI User Documentation. Document configuration management tasks include doc version control using Serena Version Control Management System.

The Baltimore Sun, Information Technology Department, October 2006 to December 2007, Technical Writer/Documentation Configuration Management Specialist, Contractor, Baltimore, Maryland

Developed disaster recovery documentation for the Baltimore Sun's electronic publishing systems used by Sun reporters filing stories and technicians producing daily newspaper on electronic printing plates at Sun Park Printing. Developed disaster recovery documentation such as the Harris Failover Procedure, Procedure for Weekly Review of AdDesk Server and DISCUS Server Super User (SU) UNIX Logs, Harris Vendor Support Modem Policy and Procedure. Also produced policies and procedures for Sarbanes Oxley (SOX) financial tracking policies, as well as participating in quarterly SOX audits. My role as configuration management specialist comprised of managing the version control of all of the Sun's technical documentation using Microsoft SharePoint Version Control Management System. Converted FrameMaker to Adobe Acrobat Reader files (.PDFs) as necessary.

Computech, Inc., Federal Contractor at Federal Communications Commission (FCC), Office of Managing Director (OMD), July 2001 to October 2006, Technical Writer/Documentation Configuration Management Specialist, Washington, DC

Develop software lifecycle documentation (SDLC) for FCC's four financial systems: Commission Registration System (CORES); Collections System; Remittance Over Secure Internet E-Commerce (ROSIE); Cost Reporting System (CRS). Produce requirements documentation; design documentation; test case documentation; and user documentation (online and hardcopy). Generate Sybase CORES reports via Actuate, and track its statistical data. Also develop online public information for FCC financial systems web sites such as Fee Filer, Pay Fees, Red Light Display system, and CORES. My role as configuration management specialist comprised of managing the version control of all OMD's technical documentation using Serena Version Control Management System. Converted FrameMaker to Adobe Acrobat Reader files (.PDFs) as necessary. Possess U.S. Federal Government Mid-Level Public Trust Security Clearance.

Verizon Communications, July 1995 to June 2001, Technical Writer/Documentation Configuration Management Specialist, Contractor, Silver Spring, Maryland

Six year assignment, managed the development of all Verizon Intelligent Network Services (INS) IEEE and ISO 9001 approved lifecycle documentation for Multi-Services Platform (MSP) telecommunications software product, which manages the provisioning of many of Verizon's telephone features offered to its regional customers. IEEE and ISO 9001 lifecycle documentation includes: Customer Requirements Documents (CRDs); System Concept of Operations (SCOPs); Software Requirements Specifications (SRSs); Software Design Documents (SDDs); User Documentation; and Release Notes.

My role as configuration management specialist was as the Documentation Control Administrator (DCA) per ISO 9001 software development and documentation control requirements, managed software lifecycle documentation in both Lotus Notes database and Continuus Version Control Management System. Participated as DCA in INS laboratory-wide effort to secure ISO 9001 software development process certification (November 1998) by developing INS standard operating procedures (SOPs) and documentation control database system using Lotus Notes development tools.

Trained in HTML coding and developed two intranet web sites: (1) INS Software Development Scheduling site. The scheduling site enabled all internal Verizon clients in the field, as well as our software development staff, to query up-to-the-minute project milestones; and (2) INS Impact Analysis Matrix site. The impact analysis site enabled our internal software development staff to query up-to-the-minute impact analysis data of all incoming change requests and problem reports from clients in the field. The Impact Analysis site was used primarily by project management for assigning software development tasks to software development personnel and for planning and scheduling ongoing MSP software releases.

Converted FrameMaker to Adobe Acrobat Reader files (.PDFs) as necessary.

Meridian Software, June 1994 to July 1995, Technical Writer/System Tester, Contractor, Raleigh, North Carolina

Developed hardcopy and online help for SAS-based pharmaceutical software.

Produced Federal Drug Administration (FDA) software validation reports for software testing.

Tested new software features while developing user documentation--submitted software bug tracking reports to project manager as required.

Produced ISO 9001 lifecycle documentation, which included: Customer Requirements Documents (CRDs); System Concept of Operations (SCOPs); Software Requirements Specifications (SRSs); Software Design Documents (SDDs); and User Documentation.

IBM, August 1991 to June 1994, Technical Writer Manager/System Tester, Contractor, Research Triangle Park, North Carolina

Developed set of AS/400 communication and device configuration manuals and 5494 Remote Control Unit hardware manuals (7 volumes), online help, hardcopy, and error messages for OS/2 Communications Manager 1.1, hardcopy for the TCP/IP OS/2 User's Guide.

Responsible for testing new software features while developing user documentation--submitted software bug tracking reports to project manager as required.

Unisys, June 1990 to July 1991, Technical Writer/System Tester, Contractor, St. Paul, Minnesota

Developed online help and hardcopy for MAPPER software (MAPPER Relational Interface (MRI) products, which interfaces with 4GLs: DB2, Oracle, Informix, and Sybase.

Tested new software features while developing user documentation--submitted software bug tracking reports to project manager as required.

Received certificate for completing Information Mapping course.

IBM, February 1989 to May 1990, Technical Writer/System Tester, Contractor, Rochester, Minnesota

Produced AS/400 Control Language Reference manual (5 volumes).

Edited AS/400 Return Codes, Messages, and Sense Codes manual.

Tested new software features while developing user documentation--submitted software bug tracking reports to project manager as required.

Configuration Management Systems: Serena Version Manager/Tracker, CA-Endevor for Mainframes, Remedy Trouble Ticket System, Lotus Notes Database, Sunflower System for IT Asset Management, PVCS, Continuus, SharePoint.

Programming Environments: C, C++, ColdFusion, Visual Basic, PowerBuilder, Cascading Style Sheets (.css), COBOL, DB2, Informix, Oracle, Pascal, PL1, SAS, and Sybase, UNIX (procs, shell scripts).

Software Publishing Systems: Adobe Acrobat Reader Files (.PDFs), BookMaster, ColdFusion, CorelDRAW, DCF, IPF, FrameMaker, Freelance Plus, HTML, Microsoft Excel, Microsoft PowerPoint, Microsoft Word, Paint Shop Pro, PhotoShop, RoboHelp, vi, WordPerfect, and XyWrite.

Hardware: Motorola X-terminals, Data General, DEC VAX, Hewlett-Packard, IBM AS/400, IBM Mainframes, IBM 5494 Controller, IBM PCs and compatibles, MacIntosh SE, Prime, Sequoia, and Unisys.

Operating Systems: AOS, DOS, MS-DOS, MVS, PRIMOS, OS/2, OS/400, UNIX, VM, VMS, and Windows.

Network Protocols: APPN, APPC, ACDI, DECnet, DFT, Ethernet, FDDI, ISDN, LU 6.2, Named Pipes, NetWare, Novell, OSI, SAA, SDLC, SNA, SPX/IPX, TDLC, TCP/IP, and X.25.

Telecommunication Switches: 1AESS and 5ESS (AT&T); DMS 10 and DMS 100 (Northern Telecom); GTE D5 (Verizon Communications); and EWSD (Siemens).

Organizations/Volunteering

Petty Officer, Journalist, United States Navy Reserves, Honorable Discharge

Volunteer Alumni: Database Administrator, University of Minnesota Alumni Association - Washington DC Chapter

Webmaster volunteer: St. Ignatius Catholic Church – Ijamsville, MD

Webmaster volunteer: Catholic Community Services Refugee Center Volunteer Network – DC

Webmaster volunteer: Expectant Mother Care/EMC FrontLine Pregnancy Centers NYC – Bronx, NY

Webmaster volunteer: St. Mary's Catholic Church – Barnesville, MD

Webmaster volunteer: Frederick Regional Youth Orchestra, Frederick, MD

Webmaster volunteer: The Haitian Project – Croix-des-Bouquets, Haiti

Publishing and Awards

Award of Achievement, 1997 Society for Technical Communication Chapter Newsletter Competition, presented to the Washington, D.C. Chapter editorial staff of the Capital Letter.

Editor, Capital Letter, Society for Technical Communication, Washington, D.C. Chapter Newsletter, Washington, D.C., May 1996 to August 1997.

Editorial Board, The Edge, Society for Technical Communication Newsletter for the Advanced Technology Professional Interest Committee, Bluemont, VA, January 1993 to January 1997.

Copy Editor, Carolina Communique, Society for Technical Communication, Carolina Chapter Newsletter, Raleigh, North Carolina, October 1991 to July 1995.

News article, "Raleigh Change of Command," Seaboard Seven News, U.S. Navy Office of Information, New Orleans, LA, August 1991.

Master's Thesis, "A Pilot Study Measuring Moral Maturity Among Technical Communication Students," Resources in Education (ERIC), Washington, D.C., Volume 24.4, April 1989.

Copy Editor, TechTalk, Society for Technical Communication, Twin Cities Chapter Newsletter, Minneapolis, Minnesota, May 1987 to November 1988.

Review Editor, Technical Communication, Journal of the Society for Technical Communication, under the direction of Saul Carliner, Associate Editor of Information Design, Washington, D.C., 3rd Quarter issue, 1987.

<u>Technical Editor</u>, AI Magazine (A quarterly magazine published by the American Association of Artificial Intelligence (AAAI), Menlo Park, California, September 1990 to January 1992.

References and writing samples are available.