



Dave W. Jordan

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Engineering / Technical Writer III (TW-3)

Educational Background: Electrical Engineering & Applied Physics

Security Clearances: TS/SCI w/FS Polygraph

Offered Services: Technical documentation process development, engineering writing and document development, and engineering support services.

Employed With:

August 1992 – Present: Meta-Systems Documentation, Inc.

- ◆ President & Founder of MSD, Inc. and Technical Documentation Consultant for MSD's clients & customers
- ◆ Provide various consulting and engineering services [as a subcontractor] to MSD's clients in the areas of technical documentation development and technical writing, configuration management, and proposal development. Specific customer relationships are detailed below.

Contracting With:

February 2010 – Present: Base2 Engineering LLC, Annapolis, MD

- ◆ Providing direct technical documentation support to the client's customer for developing end-user and developer-level documentation packages, and responding to managerial requests for support by deploying targeted documentation processes and products.
- ◆ Developing and implementing a technical documentation plan to support an engineering group providing integration, deployment and support services to customers and end-users. Documentation tasks follow the lifecycle for each new system that is deployed, and includes technical and training guides, procedural installation and operations manuals, and as-built configuration documents.
- ◆ Developed a suite of technical documentation for a wide area network including the System Overview, Hardware Reference Manual, Implementation Plan, Installation Guide, and the System Administrator's Manual. The WAN was comprised of equipment from Juniper Networks, Dell, Cisco, APC and other providers.
- ◆ Developed technical documentation for multiple concurrently running quick-turnaround projects. The documents captured the full development lifecycle from design concept to final integration, test, and customer acceptance. Information required for the documentation was captured through active participation in the development phases, engineering meetings and reviews, and ongoing witnessing of development, assembly and integration processes.

- ◆ Provided on-the-job instruction to client's tech writing staff regarding the documentation process and developing specific document types and content

January 2009 – June 2010: CACI, Chantilly, VA

- ◆ Developed technical documents supporting the migration of an Email system to Microsoft Exchange/Outlook from Novell GroupWise for a 5,000+ user environment. Documents developed include a System Tech Manual, System Administrator's Manual, Configuration Management Plan, Risk Management Plan, Business Case Justification, Implementation Plan, User Handbook, Hardware Manual, Requirements and ST&E Document.
Software Tools: MSWord, Visio, SharePoint
- ◆ Collaborated with the Configuration Manager to develop a revised engineering development and change process and develop the workflow via an implementation of SharePoint and InfoPath.

November 2008 – December 2008: SAIC (PeopleCom), McLean, VA

- ◆ Developed technical documents including a Version Description Document (VDD) and System Design Document for the National Audio-Visual Conservation Center (NAVCC)

July 2005 – April 2008: BAE Systems, McLean, VA

- ◆ Performed duties as Technical Writing Group Team Lead with responsibilities of initiating and refining the documentation process through writer/engineer collaboration, expanding the writing group's services offered to several Gov't engineering teams, managing and expanding the writing group's writers and editors, and serving as technical liaison to the Gov't customers and engineers.
- ◆ Sole responsibility for transforming a technical writing group into one that participates in the daily engineering processes for four internal customers and numerous distinct projects. Through personnel revisions, the establishment of tech writing processes, and established trust with customers, the Technical Writing group provides a myriad of support services for the development and deployment of customer's needed technical documentation
- ◆ Developed hardware-focused procedural documents and other high-level programmatic documents describing various designs, installations and configurations.
Software Tools: MSWord, Visio, PowerPoint

July 2004 – September 2004: Virtual Technology Corporation (VTC), Alexandria, VA

- ◆ Developed the Installation Guide and User's Manual for VTC's SYSTEM TECHNICAL MONITORING (STM) System. Also developed several training documents that presented the most frequently user-performed scenarios. **Software Tools:** MSWord, MSPowerPoint, PaintShopPro

September 2002 – December 2004: Lockheed Martin - SSA ETSC, Baltimore, MD

- ◆ Developed several technical documents capturing the design, architecture, and functions of the mainframe computer-based data interface to the Social Security Administration's master data files (*the world's largest public databases*). Documents capturing the COBOL and Assembler Language Code (ALC) systems included a Programmer's (User's) Guide, Concept of Operations (CONOP), Technical Design Document (TDD), Software Product Specification (SPS), and others. **Software Tools:** MS Word, Visio, PaintShopPro
- ◆ Designed, facilitated, and authored documents for a project under SSA's Electronic Disability Initiative (eDib) to electronically manage all of SSA's claims files and records. Documents developed included the Concept of Operations (CONOP), Preliminary Requirements Document, and various other documents and presentation materials.

January 2001 – May 2001: Certia, Inc., Herndon, VA

- ◆ Developed the Installation Guide, Configuration Guide, (2) User's Manuals, and the Fault Isolation (Troubleshooting) Manual for Certia's PKI (public/private key infrastructure) product known as CerTrax® 5.1. The documents define the target hardware and software multi-platform and O/S requirements, as well as procedures for installation, configuration, operations, and maintenance.

March 2000 – December 2000: PSINet Transaction Solutions, Reston, VA

- ◆ Developed documents for PSINet's transaction-processing wide area network (WAN). Documents developed address the operational overviews and procedures, hardware and software configurations, product-level troubleshooting, system administration, and traffic capacity engineering of the various systems and components comprising the proprietary WAN. **Software Tools:** Visio 2000, MS Word, Graphics and Flowcharting software

January 2000 – December 2000: Westat, Rockville, MD

- ◆ Developed user documentation for two projects: (1) The Early Childhood Learning System (Kindergarten Cohort) Electronic CodeBook (ECB) program used for extracting data for qualitative and quantitative analyses of educational processes, and (2) The Polyp Prevention Trial (PPT) Biospecimen Tracking System used to monitor the whereabouts and conditions of biospecimens analyzed during various ancillary studies. **Software Tools:** RoboHELP 2000, MS Word

January 2000 – May 2000: Computer I/O Corporation, Laurel, MD

- ◆ Developed the User's Guide for the Easy I/O Server™ data transfer network peripheral. The document included installation, configuration, operations, design, and functionality of the component and co-resident software. **Software Tools:** MS Word, Visio 2000

March 1999 – September 1999: Discovery Communications, Inc., Bethesda, MD

- ◆ Created several technical documents for an ongoing software development project in DCI's "adsales" group. The documents developed included those "capturing" the as-built design of various programs and applications. Additional documents developed included those describing system administration, database design, interface design, and network operations.

January 1999 – April 1999: The Compucare Company, Reston, VA

- ◆ Provided consulting services to evaluate and improve the client's documentation development processes. Problem areas and deficiencies in the documentation development workflow were identified and discussed in a facilitated session with the technical writers, QA, business analysts, and project management in attendance. A final report was submitted to the client mapping out a plan for implementing recommended steps for improvement.

January 1998 – January 1999: Litigation Systems (LSI), Washington, DC

- ◆ Developed user manuals and training documentation for several Oracle applications that will be used by all division personnel. These applications included a forms creation program developed with WordPerfect macros, a time reporting and accounting system, a matter tracking system, and a criminal record tracking system. **Software Tools:** WordPerfect 7.0
- ◆ Developed and executed test plans and procedures to verify functionality of several software applications. Tests were performed within the Windows 3.1 and 95 environments.

March 1996 – December 1997: Delfin Systems, Reston, VA

- ◆ Developed several documents for a client-server, Lotus Notes/Windows NT application development project. Documents included the Software Requirements Document (SRD), System Design Specification (SDS), Software Test Plan (STP), Acceptance Test Procedures (ATP), and the System User's Manual. Duties also included review and determination of system requirements; development of test approach and requirement verification processes; and creation of acceptance test procedures. **Software Tools:** MS Word 7.0, WindowsNT, Notes 4
- ◆ Developed an on-line HELP system for a developing Windows NT application utilizing an HTML-based tool. The HELP-related information utilizes various multimedia components to provide system users with a comprehensive and easy-to-use source of operational procedures and information. **Software Tools:** RoboHTML
- ◆ Developed Evaluation Guidelines and Evaluation Report documents for products being integrated into an ISDN network. Documents established the basis for acceptance/rejection of components when analyzed against system requirements

- ◆ Assisted in designing and developing a configuration management (CM) process through utilization of a Lotus Notes-base software discrepancy reporting (SDR) system and version control procedures. The CM procedures were used to ensure the accuracy of the documentation and formed the basis for all software testing and version acceptance

October 1995 - September 1997: PSI International, Inc., Fairfax, VA

- ◆ Authored Technical Design (TDD) and System Design (SDD) Documents for a GUI client-server application development project. Documents describe the functionality and software architecture of each graphical screen
- ◆ Assisted with the development of the data and process models using the Application Development Workstation (OS/2) application. **Software Tools:** MSWord 7.0, JAM7, ABC Flowcharter, JetForms 4.1, Doc-To-Help

June 1996 - July 1996: Synex, Inc., Columbia, MD

- ◆ Reviewed, restructured, and updated a product evaluation and comparison document intended to recommend the optimal configuration of COTS hardware and software for building a 2,500 user LAN/WAN. **Software Tools:** MS Word 7.0

April 1995 - October 1995: PSI International, Inc.

- ◆ Authored software and hardware technical documents for a client-server data tracking system in accordance with DOD-STD-2167A based specs. Documents included the Software Design Document (SDD), Version Description Document (VDD), Software Product Specification (SPS), and System Administrator's Manual (SAM). Also, revised and updated the Software Test Plan (STP). **Software Tools:** MS Word 6.0
- ◆ Developed and coordinated software test tasking. Instructed PSI personnel in the development of test procedures and reports. Initiated a software discrepancy reporting (SDR) system as part of the configuration management initiative

April 1995 - August 1995: TRW, Maryland Engineering Laboratory, Columbia, MD

- ◆ Authored a System Technical Manual for a large data processing system in accordance with NSA-DS-89. **Software Tools:** FrameMaker 4.0

December 1994 - April 1995: Communications & Systems Specialists, Inc., Columbia, MD

- ◆ Generated, updated, and reviewed technical documents for cryptographic systems and software in accordance with DOD-STD-1703(NS) and DOD-STD-2167A
- ◆ Generated documents including a Hardware Description Document (HDD), Interface Control Document (ICD), Hardware Requirement Specification (HRS), and a Software Requirement Specification (SRS). **Software Tools:** FrameMaker 4.0

October 1994 - November 1994: PSI International, Inc.

- ◆ Authored a Software Test Plan (STP) for a developmental/COTS law enforcement tracking system IAW DOD-STD-2167A and best commercial practices. **Software Tools**: MS Word 6.0
- ◆ Edited and revised a Software Requirement Specification (SRS). Tracked software requirements from the SRS to the STP and assigned test and verification methods

June 1994 - October 1994: Communications & Systems Specialists, Inc.

- ◆ Authored technical manuals in accordance with DOD-STD-1703 (NSAM 81-3) including a positional handbook, a software user's manual, and a subsystem operator's manual. Updated a Programmer's Maintenance Manual (PMM). **Software Tools**: FrameMaker 4.0
- ◆ Reviewed and revised training documents including student/teacher guides, workbooks, and viewgraphs for technical content and accuracy

October 1991 - December 1993: Westinghouse Electric Corporation, Annapolis, MD

- ◆ Authored Work Package Concept format Organizational and Intermediate Level Maintenance Manuals for a sonar system in accordance with MIL-M-81919B, MIL-M-81927B, and MIL-M-81928B. Authored Removal and Replacement procedures for system and subsystem components. **Software Tools**: Interleaf 4.0/5.0 (UNIX & DOS)

April 1991 - July 1992: Technology for Communications International (TCI), Fremont, CA

- ◆ Authored system and subsystem technical manuals covering installation, operations, and maintenance of a High Frequency/Direction Finding (HFDF) system based upon the HP A-Series Computer per DOD-M-86001(NS)

April 1989 - April 1991: Technology for Communications International (TCI), Balto., MD

- ◆ Documented, coordinated and performed testing for a SIGINT network utilizing Conventional Signals Upgrade (CSU)/Groundline software per DOD-STD-2167A.
- ◆ Authored system technical manuals covering installation, operations, and maintenance of IBM PC/AT and DEC VAX based computer networks. Authored specifications used for assembling and integrating Computer Software Critical Items, (CSCI)

May 1988 - February 1989: Ford Aerospace Corp., Hanover, MD

- ◆ Worked in the product engineering and technical documentation group for the PLATFORM project documenting pre-install surveys and post-installation configurations. Also, performed duties in the electrical assembly and systems test departments.

May 1983 - May 1988: Westinghouse Electric Corp., Annapolis, MD

- ◆ Worked in the Materials Engineering Group performing procedures as electro-mechanical assembly, electro-chemical plating, and resin coatings and pottings. Also, assisted the provisioning and logistics, mechanical drafting and CAD, underwater cabling, microelectronics assembly, quality control, transducer assembly, and manufacturing departments.