Richard W. Howard

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**TECHNICAL WRITING QUALIFICATIONS:**

* **Technical Writer (Lead)** **-** **CACI Technologies, Fayetteville, N.C.,** February 2012 to August 2013  (direct-contract). Wrote, standardized and edited operational, maintenance and troubleshooting training documentation (including PowerPoints) generated by a quick reaction team of IT and engineering specialists. These SMEs updated worldwide training for the most complex parts of the Department of Defense’s *Base Expeditionary Targeting and Surveillance Systems-Combined* *(BETSS-C)* project. Rework centered on bringing up to best-practice standards over 2,000 pages of training updates and modifications (for software, hardware and network materials) used by the program’s Standard Ground Station. Completed technical updates were then distributed and taught to military and civilian instructors, operators and field service representatives worldwide. This position required learning sophisticated software, hardware and network configurations to keep documentation updated, accurate, tested, and meeting Department of Defense (DOD) editorial specifications. The BETSS-C project is a five-year, two-billion-dollar research and deployment intelligence program which started winding down with the war in Afghanistan in August 2013. A Secret security clearance was required.
* **Technical Writer** - **Process Analyst - NAMTEK Corporation, Camp Lejeune, N.C.,** December 2009 to January 2012 (direct-contract). Successfully collaborated with a team of IT developers/engineers to write software development life-cycle (SDLC) documentation for four large-scale projects. This included creating management plans, user requirements and use cases along with functional and technical designs for business and operational software development. The position (with the Information Management Office under the command of the II Marine Expeditionary Force) involved synthesizing large amounts of information to create DOD standard documentation. All projects required research and writing of standardized policies, procedures, collecting requirements, and developing use cases for functional and technical design specifications for ASP .NET development. Responsibilities also included creating “As-Is” and “To-Be” process maps, testing solutions, and developing on-line user manuals for technical and non-technical audiences. Each project included lean-process analysis and intense client-facing collaboration. A Secret security clearance was required.
* **Technical Writer - Boeing Company, Charleston, S.C.,** July 2009 to December 2009(contract). Researched, wrote, formatted and edited aeronautical engineering documentation. Developed or modified policies, procedures, corporate style guide, and work instructions for over 2,000 employees assembling the fuselage of Boeing’s new 787 Dreamliner. Each project included intensive collaboration with engineering SMEs, then converting their information for use by technical and non-technical audiences. This effort was part of the due diligence and turnover process for Boeing’s purchase of 787 Dreamliner fuselage supplier, Global Aeronautical LLC.
* **Technical Writer - Coty Corporation (Del Laboratories), Rocky Point, N.C.,** April through June 2009 (contract).Completed a 90-day contract with the world’s largest fragrance manufacturing company to assist in preparation for plant shutdown and sale. Quickly worked with the Engineering Department researching, writing and producingmaintenance procedure manuals for over 50 manufacturing product lines.
* **Technical Writer - General Electric-Hitachi Nuclear Energy, Wilmington, N.C.,** July to December 2008 (contract). Worked a contract producing end-user materials for a newly installed Oracle Enterprise Resource Planning (ERP) software program. Collaborated with in-house SMEs to create simplified end-user instructions for over 1,000 plant employees. All materials were developed in compliance with Nuclear Regulatory Commission’s best-practice standards.
* **Technical Lead/Project Manager** **– Rich Howard Productions dba: Video Image Studios Inc. Wilmington, N.C.,** July 1991 to June 2008. Started and managed a cross-functional training/marketing firm geared to serve business and industry. Provided contractresearch and writing services of corporate instructional materials to be launched on website, print, video and audio platforms. Developed award winning corporate, educational and instructional projects for clients that included.: GE-Hitachi Nuclear Energy, Duke Power/Progress Energy, University of North Carolina Wilmington, Ryder Trucks, IBM, Kodak Digital Printing, Canon USA and Xerox of Europe.

**TECHNICAL WRITING SKILL SET:**

* + Proficient in *Microsoft Word*, *Excel*, *PowerPoint*, *Visio Professional*, *SharePoint 2007,* *Adobe Acrobat,* *Snag It and QI Macros*. Certified as a *SharePoint* Administrator. Proficient in *Oracle E-Business Suite,* *DataStream Systems MP2* applications and *Cisco Router technology.* Have worked on four Software Development Life Cycle projects, and on *TerraSight 3-D* software and C5ISR projects.
* Understand web-based business applications, relational databases, and client server architecture. Exceptional problem-solving, interviewing and fact-finding skills. Strong ability to grasp complex concepts and explain them clearly through documentation, organization, readability and formatting.
* Skilled in producing user guides/manuals, standard operating procedures and work instructions. Also skilled in eliciting business process and software requirements and in developing complete software life-cycle management documentation for technical and non-technical readers.

**EDUCATION:**

* **Campbell University - Bachelors in Business Administration.** Completed a three-year traditional program in corporate communications, finance and economics. Graduated **Magna Cum Laude** from the Lundy-Fetterman School of Business in December 2007.
* **University of North Carolina at Chapel Hill - Communications Major**. Three years of coursework in Communications at the School of Arts and Sciences.
* **Lean Six Sigma Yellow and Green Belts -** Coastal Carolina Community College. Studied the fundamentals of quality process improvement during 87 hours of traditional classroom training. August and September 2011.
* **Technical Procedure Writers Program -** Studied best practices governing human performance improvement for technical and procedural writing. The 40-hour classroom program was administered by Procedure Solutions Management, February 2009.

**PERSONAL:**

* + Collaborative and pro-active
  + Exemplary verbal and written communication skills
* U.S. citizen. No criminal background. Drug free. Non-smoker.
* Maintains an active Secret security clearance. Eligible for Top-Secret.