

Alan Strom

Email: alan.j.strom@gmail.com

Work experience

12/2012–Present

Serco Inc.

Fairfax, VA

Technical Writer III

Providing technical communication support for the Federal Retirement Thrift Investment Board (FRTIB) on the Thrift Savings Plan (TSP) Operations Center contract

Summary of tasks and responsibilities:

- Synthesizing technical concepts into user-friendly instructional documents
- Reviewing and editing all desk guides, job aids, and procedure manuals to ensure they meet Chicago Manual of Style (CMS) guidelines, use consistent terminology, and are functional for the reader
- Working closely with subject-matter experts (SMEs) to learn and understand technical processes in order to transcribe concepts into user-friendly instructions
- Working closely with department managers on a monthly basis to assemble and publish monthly report for the client
- Administering SharePoint to ensure: documents adhere to established naming conventions; separation of unfinished drafts and published documents; individual users' permissions are set at the appropriate security level; site structure allows for easy navigation
- Assisting employees with, and training them in, MS Office applications
- Established a formal document approval and publishing process
- Built and maintained internal knowledge base and support website for contract employees

12/2010–12/2012

Paragon Systems, Inc.

Herndon, VA

Technical Writer

Provided technical communication and desktop publishing support for company's Business Development (BD) Team, which helped the company win an additional \$106M per year in new and re-competed work, in the two years I worked there

Summary of tasks and responsibilities:

- Working closely with SMEs to learn and understand technical processes in order to transcribe concepts into textual/graphical narratives
- Participating in storyboarding sessions focusing on proposal narrative and development of graphical illustrations
- Obtaining and analyzing public information to increase knowledge of competitors and improve the company's chances of winning US Government contracts
- Created professional advertisements for national publications
- Planned, coordinated, wrote, and published quarterly company newsletter
- Operated various professional printing tools (e.g., comb-binding machine, high-volume production printer, laminator)
- Managed company library of requests for proposals (RFPs), proposals, and contracts

7/2008–12/2010

Starbucks Coffee

Fairfax, VA

Shift Supervisor

Summary of tasks and responsibilities:

- Supervising up to 8 baristas at any given time
- Providing excellent customer service by developing meaningful connections with customers and exceeding expectations with every beverage crafted
- Maintaining corporate quality standards in every aspect of the sale and the work environment
- Leading team to drive sales within a high-volume, fast-paced setting
- Proficiently multitasking while maintaining a calm demeanor
- Communicating and implementing directives from store manager and corporate management to teammates

Education

1/2012–12/2012 Northern Virginia Community College

Sterling, VA

- Web design courses taken for personal and professional interest

8/2007–5/2009

George Mason University

Fairfax, VA

- BA in English, Poetry Concentration

9/2004–4/2007

Northern Virginia Community College

Annandale, VA

- AA in Liberal Arts, Cum Laude

**Technical
proficiencies**

Expert proficiency with Microsoft Word

Proficient with HTML/CSS

Moderately proficient with using the following applications:

- | | |
|----------------------|-------------------------------|
| ○ Adobe Acrobat X | ○ Microsoft Project |
| ○ Adobe Illustrator | ○ Microsoft PowerPoint |
| ○ Adobe Photoshop | ○ Microsoft Publisher |
| ○ Microsoft Excel | ○ Microsoft SharePoint Online |
| ○ Microsoft MapPoint | ○ Microsoft Visio |
| ○ Microsoft Outlook | |

**Works and
Accolades**

- 2017, Serco Innovation award for building successful knowledge base and support site
 - 2009–2010, Starbucks Quality Assurance Leader Award
 - 2007, first-place award for excellence in poetry; Calliope region-wide NVCC literary competition
-