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| **Leslie Mansir**  Details  Gettysburg, PA 17325  United States  (223) 272-0155  [lemansir75@yahoo.com](mailto:lemansir75@yahoo.com)  **Skills**   * Communications Systems   + Wireless Telecom   + Cellular Military   + Medical systems and equipment   + Computer game research and documentation   + Network Operations Center   + Information Systems * Medical Systems   + Microbiology   + Cardiology   + Imagery diagnostics * Curriculum Development   + Online Programs   + Instructor and Student Material   + Instruction Systems Design * Criterion Reference Instruction * Editing * Research * Project Management   + Jira   + Time Management * Style Guides * Software * Requirements * Specifications * Documenting Code   **+Soft Skills**   * Time Management * Team Leadership * Adaptability * Collaboration * SME Interviews   **Tools**   * MadCap Flare * RoboHelp * HelpNDoc * FrameMaker * SharePoint * Microsoft Office   + Microsoft Word   + Microsoft PowerPoint   + Microsoft Excel   + Microsoft Onedrive   + Microsoft One Note * JavaScript * HTML * JIRA * Confluence * Storyline360   **Education**  Sep 1980 – Dec 1983 University of Texas at Arlington  Arlington, TX  MA European History  Sep 1969 – Dec 1973 University of Houston  Houston, TX  BA in European History  **Languages**  English  **Military Service**  **June 1973 – July 1976**  **US Army**  Captain Armor  Honorable Discharge  **Significant Projects**  **Published Works** | **Profile**  I bring a blend of Technical Writing and Curriculum Development experience to each project. Significant expertise in these two communications disciplines allows me to select the best media, layout, technical detail, and efficient knowledge transfer process for each document and corresponding audience.  I work closely with subject matter experts (SMEs) such as programmers, hardware engineers, software engineers, marketing, and program managers. A thorough research of the project from the start not only ensures accuracy but also allows for the topical structure of the document. Research is an ongoing process.  From my home office in Gettysburg, Pennsylvania, I have developed documentation for companies in:  Sydney, Australia  London, England  Dallas, Texas  Norfolk, Reston, and Tyson’s Corner, Virginia  Profile  **Employment History**  Senior Technical Writer, Bana Solutions, Inc.  (Tyson’s Corner, VA, Remote)  *09/2022 – 10/2023*  My primary responsibility was writing and editing content on apps and web pages created by the design group.   * I also supported each of the four groups, creating new software applications for Medicare and Medicaid operations. Two were the programming and development groups, and the other were the Systems and Design groups. * I researched and wrote system operations, quick reference, user manuals, and Application Program Interface (API) reference manuals. * Tools   + Document development and writing: **Microsoft Word** and **Microsoft Visio**   + Documentation collaboration and management: **Confluence**   + Project development and management: **JIRA in AGILE** environment   + Content Writing: **Grammarly**   + UX Design: **Figma,**   **Senior Technical Writer, SNAP, Inc. (Norfolk, VA remote)**  *July 2020 – September 2022*   * As the team technical writer, I was responsible for all United States Coast Guard (USCG) project documentation. This included courses in Storyline 360 and all course-related material that was not developed in Storyline 360. * My position was entirely remote. The remainder of the team and the client were in Yorktown, Virginia. * I reviewed and edited all courses for quality. Consistency, readability, supporting graphics, and content completeness. * I developed and maintained the team’s standard Operating Procedures, Style Guide, and all supporting documentation specific to the team’s needs, such as Peer Reviews. * All courses were developed in **Storyline 360** in accordance with USCG documentation and training standards. * Tools   + Document development and writing: **Microsoft Word**,   + Course development: **Storyline 360**   + Project and document management and collaboration**: SharePoint**   **Senior Technical Writer, Computer Strategies (Sydney, Australia – Remote)**  *May - 2017– July 2020*   * Responsible for designing, developing, testing, and producing documentation for computer-based game systems written in C++. * UI design for “Air Aces” and “Multi-Domain Battlefield” game systems * Reviewed released and updated documentation to current game system versions. * Help topics were developed to be accessed at the game and module levels. * Documents covered installation, game-play basics, advanced and optional operations, reference material, and basic troubleshooting. * The entire project was conducted on a remote basis. Research, reviews, and document management tools used were “freeware” or “shareware” to keep documentation costs minimal. * Tools   + Document development and writing: **Microsoft Word**,   + Online documentation developed with **HelpNDoc 5**   + Communication management and staff in Australia was through Skype and Team Viewer   **Freelance Writer, Sabbatical**  *April 2015 – May 2017*  I had the opportunity to research, develop, and write a book on the Vietnam War. The research required travel to Vietnam and to government and private sources in the United States.  **Sr. Technical Writer, Digital Infuzion, (Gaithersburg, MD )**  ***SEPT 2014 – APR 2015***   * Responsible for all aspects of the online help program for the Bio-Surveillance Ecosystem,” Harbinger.” Harbinger was developed by the National Institutes of Health with the Department of Homeland Security. This sophisticated platform is used to predict possible biological and chemical attacks against the United States and its allies. Harbinger then provides a platform for developing defenses against each potential threat. * Context–Context-sensitive help was developed directly with the programmers, and a number-mapping system was chosen to quickly and easily update the context-sensitive help. * Tools: Online help written in RoboHelp 11   **Senior Technical Writer,** **WellPoint, Inc., Indianapolis, Indiana**  Responsible for updating WellPoint policies and procedures to support the implementation of The Affordable Healthcare Act.   * Responsible for designing, researching, and writing the Voice Capture User Guide for WellPoint’s Sales Division. * Tools: Documents were written in **Microsoft**   **Senior Technical Writer, Softek, LLC, Gaithersburg, MD**  *NOV 2012 – JAN 2013*  Responsiblefor updating Word templates for all project documents in accordance with State of Maryland Health Department guidelines.  **Senior Technical Writer****Pulsecom, Inc., Reston, VA**  *AUG 2012 – NOV 2012*   * Responsible for researching, designing, and writing the Commands Reference manual set for Network Operations Center (NOC) administrators and field service technicians to monitor and troubleshoot Pulsecom's SuperG wireless system. * Updated and reformatted legacy manuals in accordance with new Pulsecom standards. * Worked with hardware engineers to create and edit AUTOCAD drawings for field service and manufacturing documentation. * Created separate command-line and GUI-based manuals using Information Mapping methodology. * Tools: RoboHelp   **Senior Technical Writer, BTS, LLC, Columbia, MD**  ***JAN 2010 – JUN 2012***   * Project manager, responsible for initiating and developing a documentation program for BTS. * Created documentation for the full lifecycle of “4G” cellular Army communications systems, from design and implementation to product testing. * Developed system-build procedures and acceptance tests for BTS manufacturing, * Wrote SOPs for field service detailing installation, troubleshooting procedures, and customer acceptance. * Ensured the timely delivery of documentation supporting state-of-the-art 3G and 4G solutions to critical, time-sensitive US Army customer requirements. * Tools:   + Document development and writing: **Microsoft Word**,   + Online documentation developed with **RoboHelp**   + Project management: **JIRA in AGILE** environment   **Senior Technical Writer, Bureau of Labor Statistics, Washington D.C.**  APR 2009 – DEC 2009   * Responsible for the Vision and Scope Document (VSD), Software Requirements Specification (SRS), and Software Development Document (SDD) for the Bureau’s Error Estimation Redesign. * Redesigned the branch’s SharePoint site to provide increased communication between the branch and its teams by customizing SharePoint to include blogs, wikis, linked calendars, and team discussion pages.   + Document development and writing: **Microsoft Word**   + Online documentation developed with **Madcap Flare**   + Documentation collaboration and management: **SharePoint**   **Senior Technical Writer*, National Institute of Biomedical Imaging and Bioengineering (NIBIB)***  *At*  **National Institutes of Health (NIH) – Bethesda, MD**  *OCT 2007– MAR 2009*   * Technical writer on a team of physicians and scientists developing a graphics-visual-based system supporting medical research in cancer prevention, detection, diagnosis, and treatment. * Reviewed final draft sections with client institute physicians and scientist teams before release * Edited documentation text and ensured text and graphics matched. * Online help written in RoboHelp   **Senior Technical Writer, Bank of America – Dallas, TX**  *OCT 2004 – JAN 2005*   * Wrote high-level **Check 21** design document in support of database developers, software engineers, and programmers. The high-level design document was the features design platform and blueprint for the low-level design document. * Wrote low-level **Check 21** design document with the development team based on the high-level design document. This document was over 1,000 pages. * Both documents were written using Microsoft Word.   **Published Books**   * **“Understanding Digital Electronics,”** 1984 (ISBN 0-89512-163-8) Publishing Editor Texas Instruments Information Publications. * **“Troubleshooting Digital Troubleshooting,”** 1984 (ISBN 0 67227-015-3) ) Publishing Editor Texas Instruments Information Publications.   **Conference Presentation**   * **“Documenting Computer-based Games,”** Presented at the Connections symposium sponsored by the Australian Defense Force Academy from 12/11/2017 to12/13/2017**.** |
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