**SUSAN E KOCH**

**Senior Technical Writer / Editor**

**405 Canyon Wren Drive, Buda, TX**

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SUMMARY OF QUALIFICATIONS

Susan Koch has **over thirty (30) years of experience** in the Information Technology industry. She has:

* Thirty years of experience in IT;
* Thirty years of experience in Technical Writing;
* Thirty years of experience in Technical System Documentation;
* Twenty-five years of experience in Documenting Web-based Systems;
* Thirty years of experience in Creating User Manuals;
* Ten years of experience in MS Project; and
* Twelve years of experience in Visio.

In addition, Susan has the following:

* Experience supporting Federal Department of Veterans Affairs (VA); Department of Homeland Security (DHS); Department of Defense (DoD); Defense Nuclear Agency (DNA); VA Financial Services Center (FSC), all U.S. Military Branches; State; County; and City level government as well as multiple Commercial contracts.
* Expert proficiency in Microsoft Office Suite for editing, writing, and graphic development for technical and administrative documents. Experienced with Rational ClearCase and ClearQuest tools and SharePoint.
* Highly experienced in the development of Executive/Senior Level Management, Corporate, Government, and Military Briefings; Graphics; Marketing Materials; Hardware, Software, IT, Training, and Administrative Manuals, Reports, User Guides/Manuals, Annual Program Reviews (APRs), Interim Program Reviews (IPRs), Standard Operating Procedures (SOPs), Desktop Procedures (DTP)/Work Instructions (WIs), Metrics, including extensively linked spreadsheets and use of macros, and MS Project Gantt Charts.

EDUCATION

* B.S. Business Administration, University of Phoenix, San Diego, CA. Diploma date 07/31/2004.

CERTIFICATIONS

* Information Technology Infrastructure Library (ITIL) Version 3 Training and Certification Course at the Austin Automation Center, Austin, TX in 2007; and
* Software Engineering Institute (SEI) Introduction to Capability Maturity Model Integration (CMMI) Training Course at SAIC University, San Diego, CA in 2005.

CLEARANCES

* Bureau of Veteran Affairs (VA) Public Trust Clearance (with full background investigation): 01/2007 through 10/2008, and 04/2017 through 09/2017;
* Bureau of Veteran Affairs (VA) Financial Services Center (FSC) Public Trust Clearance: 11/2011 through 12/2016;
* DoD Secret Level Clearance: 09/1987 through 7/2006; 10/2008 through 08/2009; and 11/2010 through 11/2011; and
* Home Land Security (HLS) Immigration and Customs Enforcement (ICE) Public Trust Clearance: 08/2009 through 10/2010.

TECHNICAL SKILLS

* Operating Systems: Macintosh, MS-DOS, NT, and Windows XP, 95, 98, 2000/03, 07, 2010, and Vista;
* Hardware: Macintosh, VAX, IBM-Compatible PC; and
* Language/Tools: Microsoft (Office 97/2000/2003/2010) i.e. Word, Excel, PowerPoint; Access; Project 98/2000/2003/2007/2010; Visio; Claris MacDraw II and Pro; MacPaint and Professional (Pro); Rational ClearCase and ClearQuest; Adobe Acrobat Writer Pro and FrameMaker; Internet Explorer (IE); FileMaker Pro; Photoshop; Corel Draw, Lotus Notes, SharePoint, and WordPerfect.

PROFESSIONAL EXPERIENCE

Continuing to seek a new permanent employment opportunity, Austin, TX 03/17/2018 through present

Immediate availability

eSTAFF, Austin, TX 01/22/2018 through 03/16/2018

Technical Writer (Temporary Assignment with Texas State’s Department of Transportation [TxDOT])

Seeking new permanent employment opportunity, Austin, TX 09/09/2017 through 01/22/2018

Laid off from previous contract position due to funding loss.

ProSphere Tek, Inc. (PST), Austin, TX 05/2015 through 09/08/2017

Technical Writer 12/2016 through 09/08/2017 (Contract Funding Ended)

Worked a remote position in Buda (Austin), TX, providing technical writing/editing support to the Department of Veterans Affairs (VA), Veteran’s Health Administration (VHA) Community Care (CC) Program Management Office (PMO) and Technical Management Support contract. Provided ProSphere Tek’s deliverables: Weekly Work Plan (WWP), Monthly Contractor’s Project Management Plan (CPMP), and reviewed/formatted the Weekly Project Status Quad Chart presentation slides. Supported documentation requirements, i.e. System Architecture Diagrams, Visio Flow Charts with swim lanes, Organization Charts, Acquisition and Financial Management Plan (AFMP), Project Management Plan (PMP), Document Management Plan (DMP) including File Naming Convention, Configuration Management Plan, Change Management Plan (CMP), for the PMO and the following CC projects:

* Claims Attachments 275 Compliance (FY14-FY17);
* Community Care Reimbursement Systems (CCRS) (FY16-FY18);
* Electronic Remittance Advice (ERA) Compliance (FY14-FY17);
* Fee Basis Claims Systems (FBCS) - Referral & Authorization (FY16-FY18);
* Health Administration Center (HAC) Electronic Data Interchange (EDI) Claims Systems Enhancement (FY14-FY17);
* Healthcare Claims 837 Compliance, Phase 2, Iteration 1 (FY14-FY17);
* Non-VA Care Processing Enhancements, Phase 3 (FY15-FY17);
* Purchased Care (PC) Authorizations Compliance, Phase 3 (FY15-FY17);
* PC Claims Compliance, Phase 3 (FY15-FY17);
* PC Claims Compliance, Phase 4 (FY16-FY18);
* PC System Integrity (PCSI), Phase 1 (FY16-FY18); and
* PC X-12 Attachments Compliance, Phase 3 (FY15-FY17).

Developed document templates and documents from the VA’s Project Management Accountability System (PMAS) formatted ProPath (PMAS Document Template Library) templates into new Agile methodology formatted Veteran-Focused Integration Process (VIP) and 508 compliant templates and documentation. Developed Standard Operating Processes (SOPs) and Procedure documentation, i.e. Transaction Artifact Signoff Guide: Signoff Procedures for Key Project Artifacts. Developed Meeting/Agile Event Minutes, published and distributed to appropriate attendees. Additionally. provided expert level MS Office, Visio, and various other application knowledge support.

Technical Writer 05/2015 through 12/2016

Provided technical writing/editing support in the VA Financial Services Center’s (FSC), Information Technology Services (ITS) Operations & Maintenance Division (OMD). Responsible for ITS OMD documentation for all departments: i.e. Information Assurance (IA), Service Desk Technicians, System Administrators, Database Administrators, etc… Also, responsible for ProSphere Teks’ Weekly and Monthly Status Report deliverables to FSC’s OMD Management. This Weekly Report consist of 70+ Contractors’ weekly activities. Facilitated FSC’s OMD technical and management level meetings, took minutes and documented action items, and distributed among meeting attendees. Participated in Swift Action Triage (SWAT) activities, that requires continual connectivity with all participants, technical and Senior Management, via phone and computer (email, IMs, live chats, and share screen activities), documented Root Cause Analysis (RCA), and prepared the After-Action Review (AAR) documentation for FSC ITS Senior Management, to include FSC Director level management. Recorded all documentation in ITS OMD Dashboard’s tracking tool in their SharePoint Organizational Process Asset Library (OPAR). Prepared Risk Based Decision (RBD) for ITS management and Information Security Officers (ISOs) review and approval. Additionally, provided expert level MS Office, Visio, and various other application knowledge support.

Seeking new employment opportunity, Austin, TX 01/2015 through 05/2015

Career Break / Seeking New Employment

Systems Made Simple, Inc. (SMS), Austin, TX 10/2011 through 12/2014

Technical Writer 08/2013 through 12/2014 (Contract Funding Ended)

Provided technical writing/editing support on the Department of Veterans Affairs (VA), Financial Services Center’s (FSC), Healthcare Claims Processing (HCP) System, Lead System Integrator (LSI) project. Responsible for FSC documentation for contract deliverables, i.e. the Project Management Plan (PMP); Software Design Document (SwDD); System Design Document (SDD); User Interface (UI) Document; and Increment based: Atomic Use Case (AUC), Business Use Case (BUC), Master Test Plan (MTP), Increment Test Plan (ITP), etc… Following FSC Quality Assurance (QA) requirements upload and maintain LSI related documentation on the HCP SharePoint site. Additionally, maintained documents on the SMS HCP System’s SharePoint site. Provided expert level MS Office, Visio, and various other application knowledge support.

Technical Writer, Remote Office in Buda, TX 10/2012 through 08/2013

Provided technical writing/editing support on the Department of Veterans Affairs’ (VA) Veterans Benefit Management System – Correspondence (VBMS-C) project. Developed required VA documentation for contract deliverables, i.e. the Project Management Plan, Communication Plan, including several rounds of Software Release documentation consisting of approximately 25 documents for each release. Maintained roster information and organization charts. Developed organization and maintenance for SMS’ VBMS-C SharePoint site documentation and the VA’s VBMS-C SharePoint site. Provided expert level MS Office and application knowledge support.

Technical Writer, Remote Office in Buda TX 10/2011 through 10/2012

Provided technical writing/editing support on the Department of Veterans Affairs’ (VA) Compensation and Pension Record Interchange (CAPRI) software development project. Created new official VA documentation, i.e. the Systems Administration and Technical Guide (7/2012); CAPRI Communication Plan; CAPRI Deployment Plan; and several versions of the CAPRI Software Development Document (SDD) and CAPRI Release Notes (RN) documentation. Updated the CAPRI GUI User Manual with major section and figure inclusions; the CAPRI developers’ documentation in the CAPRI Delphi 2006 Installation Guide; and the CAPRI Requirements Specification Document (RSD). Supported and managed documentation efforts in the CAPRI specific files in ClearCase and ClearQuest applications as well as CAPRI’s SharePoint site. Managed CAPRI documentation efforts in the VA (Software) Document Library (VDL); the VA Office of Enterprise Development (OED) Project Repository (TSPR); and the VA Program Management Accountability System (PMAS) Document Repository.

Science Applications International Corporation (SAIC) 01/2007 through 10/2011

Office Manager of Overseas Operations, Lackland AFB, San Antonio, TX 11/2010 through 10/2011 (Contract Funding Ended)

Provided senior level administrative and technical writing/editing support to the Overseas Program Managers (OPMs) and Chief of the Department of Defense's (DoD) Defense Language Institute, English Language Center (DLIELC), and Language English Nonresident (LEN) Programs division. Acted as LEN's Lead Record Custodian for the Air Force Records Information Management System (AFRIMS) and Electronic Record Management (ERM) system. Assisted with the development and maintenance of LEN's SharePoint site. Developing process and procedure documentation to include naming conventions for LEN’s ERM and SharePoint sites and LEN’s Document Repository located on the DLIELC g:drive. Provided technical writing/editing support on LEN’s Weekly Activity Report (WAR), English Language Training Program (ELTP) Site Surveys, Effectiveness Reports, Quarterly Reports, LEN SOPs revisions and development, and the Command Center Knowledge (CCK) office weekly staff meeting, and Annual Program Review (APR) briefing slides. Provided expert level MS Office application knowledge support.

Technical Writer/Editor, Broomfield, CO 08/2009 through 11/2010

Provided support on a Department of Homeland Security (DHS) Immigration and Customs Enforcement (ICE) Information Technology Operations Support (ITOS) contract. Provided document development cost estimates for additional task requirements for SAIC management to provide DHS customer. Developed process and procedure documentation and contract deliverables in coordination with SAIC Oak Ridge, TN Information Technology Service Management Group. This included meeting agendas and minutes, Disaster Recovery Plans, SOPs and DTPs/WIs for the ICE Service Desk, Security Operation Center (SOC), Infrastructure Defense Group (IDG), Tools Team (Remedy), Active Directory/ Exchange (AD/EX), and the Network Operation Center (NOC). Successfully prepared for and passed various levels and types of documentation audits. Provided expert level MS Office application knowledge support.

Technical Writer/Editor, Tampa, FL 10/2008 through 08/2009

Provided support to the U.S. Central Command (CENTCOM) J6 onsite at MacDill Air Force Base in Tampa, FL. Developed process and procedure documentation, SAIC contract deliverables, and briefings. Used FrameMaker to develop standardized templates to assist subject matter experts (SMEs) creating technical documentation, including Standard Operating Procedures (SOPs). Developed document file naming and numbering convention and a Configuration Management Documentation Library. Provided document development cost estimates for additional task requirements for SAIC management to provide DoD customer. Screened applicants, interviewed, hired, and trained/managed other technical writer/editors in support of the contract. Provided expert level MS Office application knowledge support.

Sr. Software Configuration Management (CM) Analyst, Austin, TX 01/2007 through 10/2008

Provided CM support to the Corporate Data Center Operations / Austin Information Technology Center (CDCO/AITC) for the Department of Veterans Affairs (VA). Responsible for identifying, controlling, and tracking all versions of hardware, software, documentation, processes, procedures, and all other inanimate components of information technology (IT) for technical architectures within the AAC purview. Performed research and information retrieval using the VA AITC’s financial database (AEMs/MERs) and their Configuration Management Database (CMDB), in the USP-SD. Assisted with and/or support the development of CM processes and data collection for Hardware (HW), Software (SW), and all other related peripherals. Provided expert level MS Office application knowledge support.

dNovus RDI, Austin, TX 12/2006 through 01/2007

Technical Writer (Temporary Assignment)

Provided technical writing, editing, and graphic design support to the Austin Automation Center (AAC) Financial Services Center’s (FSC) with their System and Application Security Practices and Processes Certification and Accreditation effort. Provided expert level MS Office application knowledge support.

Relocating from San Diego, CA through Austin, TX 07/2006 through 12/2006

Spouse Relocation / Seeking New Employment

Science Applications International Corporation, San Diego, CA 08/1986 through 07/2006

Editing Specialist VI 03/2005 through 07/2006

At the Space and Naval Warfare (SPAWAR) System Center, San Diego (SSC SD), performed the functions of a Configuration Management (CM) Analyst, Librarian, and Technical Writer in support of the Joint Project Management Information System (JPM IS) in compliance with the SSC SD Software Engineering Process Group (SEPG) requirements. Was instrumental in the establishment and maintenance of the initial JPM IS CM Software Development Library (SDL), the JPM IS CM Hardware Development Library (HDL), and the JPM IS CM Documentation Library to include the development of the Naming and Numbering Convention, used for software, documentation, and hardware categorization. Recorded and published detailed meeting minutes for various levels of JPM IS Configuration Control Boards (CCBs). Provided expert level MS Office and application knowledge support.

Technical Editor / Writer III 06/2004 through 02/2005

Provided technical writing, editing, and graphic support to multiple SPAWAR Headquarters and System Center codes and programs. Developed manuals and reports for the Joint Protection Enterprise Network (JPEN) program, the JPEN SSC SD’s Software Testing Engineer with process documentation and testing reports, and various other SAIC contracts and task orders. Provided expert level MS Office application knowledge support.

Technical Support Manager 02/2002 through 05/2004

Administrative and technical support provided to SPAWAR Headquarters and SSC across various contract vehicles but specifically for Code 04N, Navy Shore Installations. Performed technical writing and editing functions on the official SPAWAR Shore Installation Handbook. Developed Excel statistically linked spreadsheets, Visio technical graphics, and PowerPoint presentation materials. Provided document development cost estimates for additional task requirements for SAIC management to provide to SPAWAR customer. Supervised and tasked other SAIC Technical Support Specialist as required. Provided expert level MS Office application knowledge support.

Technical Support Manager 08/1998 through 02/2002

Provided technical support for SPAWAR Code 08, Chief Information Officer (CIO), Code 08-2, Chief Knowledge Officer (CKO), and U.S. Naval Reservists. Used Microsoft 2000 Office applications extensively in support of Senior Level Metric Charts, presentation materials, and document development and publication. Provided document development cost estimates for additional task requirements for SAIC management to provide to SPAWAR customer. Supervised and tasked other SAIC Technical Support Specialist as required. Provided expert level MS Office application knowledge support.

Technical Support Specialist 08/1997 through 08/1998

Provided technical and administrative support of Navy contract work for SPAWAR. Specifically supported the Defense Message System (DMS), the Base Level Integrated Infrastructure (BLII), and the Fleet Automated Message Information System (FAMIS) programs. Performed database management; technical writing, and editing. Developed computerized charts (including "ring" charts, electronic schematics in Visio), diagrams, and graphics for briefings, reports and documents. Provided expert level MS Office application knowledge support.

Office Manager 01/1997 through 08/1997

Established SAIC office onsite at Southern California Edison's (SCE) Rosemead, CA facility for a Co.21 (Commercial) Group. Responsible for all SAIC’s project contractual delivery requirements, i.e., Weekly, Monthly, and Quarterly Status Reports for 30+ Tasks. Provided expert level MS Office application knowledge support.

Administrative Assistant 07/1995 through 01/1997

Performed administrative duties supporting a Group Level Director, Navy Systems Division, along with approximately thirty managers and engineers on the Tactical Advanced Computer 4 (TAC-4) Navy program (a subcontract to Hewlett Packard). Developed computerized graphic presentation materials for TAC-4's Corporate A-20 Interim Program Reviews (IPRs), both Group and Sector Program Reviews, and Design Reviews. Was responsible for TAC-4 program presentation material for quarterly SAIC Audit Committee Reports and other TAC-4 related Statement of Work (SOW) and "Spec" reports/manuals. Provided expert level MS Office application knowledge support. Supervised and tasked one to three full and part-time Administrative Assistants.

Business Development Coordinator 02/1995 through 07/1995

Supported the West Coast Environmental and Engineering Marketing and Business Development efforts for the Straker Sector Marketing Senior Vice President. Technical Writer/Editor/Graphic Designer responsibilities for the development of Environmental Statement of Qualifications (SOQs) booklet and Fact sheets for a "new" Environmental Management software product. Updated Fact Sheets and booth materials to be used at various national environmental and engineering conferences. Provided expert level MS Office application knowledge support.

Administrative Assistant IV 10/1993 through 02/1995

Provided technical writing, editing, and administrative duties supporting the Advanced Software Technology division manager along with twenty-nine technical staff scientists. Responsible for the South Florida Water Management District Firm Fixed Price Contract’s documentation. Provided expert level MS Office application knowledge support.

Administrative Assistant IV 08/1993 through 10/1993

Technical writing, editing, graphic designing, and administrative support provided to three vice presidents of the T&S Segment Business Development Division with development and production of marketing presentations. Responsible for all administrative and graphic production functions of the Kull's Business Acquisition Council's (BAC). Provided expert level MS Office application knowledge support.

Group Level Administrative Assistant 02/1990 through 08/1993

Provided full range of administrative and technical writing, editing, and graphic designing support to the Systems Research and Analysis Group (SRAG) manager, a $25M group, initially consisting of five operations in 12 locations. Performed technical editing and word processing for DoD, Defense Nuclear Agency (DNA), and other military branch specific proposals, contract deliverables, and reports. Acted as group coordinator for: Stock Programs, Fiscal Yearend Bonus, Proposal Information Exchange (PIE), Employee Service Awards, and Employee Benefits. Provided expert level MS Office application knowledge support.

Administrative Assistant to Employee Ethics Committee (EEC) 02/1989 through 08/1993

Concurrent with duties as operation and group administrative assistant, provided support to the EEC chairperson. Maintained all committee files; developed and maintained a FileMaker Pro database for ethics case investigation status tracking system; prepared periodic reports to the Audit Committee and the Ethics and Corporate Responsibility Committee of the Board of Directors; tracked the EEC budget; and coordinated multiple Price Waterhouse activities with regards to the Annual Defense Industry Initiatives (DII) Compliance assessments. Provided expert level MS Office application knowledge support.

Operation / Sub-Group Secretary 09/1988 through 02/1990

Supported operation manager with five divisions, subsequently elevated to sub-group status. Performed administrative duties for a designated Secret Level DoD "closed area" that included developing the security plan, maintenance of access rosters, and coordination with corporate security, etc.) Provided expert level MS Office application knowledge support.

Nuclear Radiation and Transport Secretary 09/1987 through 09/1988

Provided administrative and technical support to a Nuclear Radiation Division consisting of a Division Manager, and three Senior Level Physicists. Provided backup support for the Senior Secretary who supported the Radiation Transport Division consisting of a Division Manager, and four Senior Level Scientist. Prepared and edited DoD and DNA classified and unclassified technical reports, briefings, and proposals on a Macintosh desktop computer and the SAIC Corporate VAX system.

Billing Clerk and Accounts Receivable Clerk 07/1986 through 09/1987

Performed administrative receptionist duties at the SAIC Imperial Bank Building site, downtown La Jolla, CA. Assisted a Corporate Accounts Receivable Department with preparation of corporate sector billing using Symphony and Lotus 123 applications to generate and edit invoices. Completed Invoice Issues forms for SAIC's Corporate Detailed Aging Report.

Silver Gate Yacht Club, San Diego, CA 05/1984 through 04/1986

Secretary / Receptionist /Accounts Receivable Clerk

Major responsibility was performing the functions of the club’s Accounts Receivable Clerk, and providing backup support to the Accounts Payable Accountant/Payroll Clerk. Maintained the Club’s Accounts Receivable computerized database for the 350-member non-profit club. Included: Data entry; production of members' monthly bills; generation of the Detailed Aging and other reconciliation reports for the Board of Directors' analysis; and documented and tracked delinquent accounts for collection purposes.