

Nicholas Platt

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TS//SCI with FS Poly

Education

BS Computer Networking and Cybersecurity

2016-2020

University of Maryland Global Campus - Adelphi, Maryland – 3.8 GPA – Dean's List

MS Software Engineering

2021-Present

University of Maryland Global Campus - Adelphi, Maryland

Experience

Technical Writer III

August 2018 - Present

Boeing Intelligence & Analytics (BI&A) – Annapolis Junction, Maryland

- Created, edited, modified, and compiled over 2,000 pages of tool documentation to give analysts a resource to refer to with questions on how a specific tool functions and the capabilities available within the tool.
- Worked with multiple style-guides for each tool's documentation, maintaining a cohesive and consistent design.
- Assisted users in chat, email, over the phone, and through JIRA ticketing helpdesk to quickly solve issues and get them back into the tools necessary to accomplish the mission.
- Created documentation for frequently asked questions (FAQs) to give analysts a place to go prior to reaching out to the help desk.
- Worked directly with developers to learn the latest features and functionalities of the tools to better assist customers.
- Assisted in the creation and updating of learning materials to help train users how to take advantage of available features in the tool, ranging from basic introductions to advanced workflows.
- Provided outreach support over social platforms to aid in increasing user base and spreading new information.
- Tested new features before release to production, while reporting bugs and suggestions directly to developers.
- Worked efficiently in an agile environment, meeting deadlines and sprint goals.
- Assisted with proposal writings for multimillion-dollar contracts, focusing on grammar and style compliance.

ELINT Analyst (2631)

August 2013 - August 2018

United States Marine Corps (USMC) – Fort Meade, Maryland

- Delivered full electromagnetic spectrum reporting of target electromagnetic space to enable combatant commanders to develop operational course of action as part of the E-Space Analysis Center program.
- Successfully briefed, deploying units and interested offices, the capabilities offered by the E-Space Analysis Center.
- Efficiently arranged and participated in the analysis, processing, and distribution of strategic and tactical intelligence.
- Created detailed analytic products including radio spectrum analysis and GSM network intelligence that enabled various tactical actions including target exploitation, SIGINT mission support, and force protection measures.
- Worked closely with customers, tailoring reports to meet their standards and requirements.
- Completed and collaborated on over 200 serialized reports, utilizing multiple secure databases and tools while maintaining 100% compliance.
- Enforced Quality Control (QC) on over 200 serialized reports to ensure all reporting contains reliable and accurate intelligence.

Skills

Microsoft Office Suite

Word, Excel, PowerPoint, OneNote, Publisher

Documentation Tools

Confluence, MkDocs, Sphinx, Hugo

Programming Languages (Beginner)

Python, C, HTML, CSS, JavaScript, SQL

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