

**Debra Graham**

# Work Experience:

## **United States Census Bureau, Suitland, MD June 2010 – Present**

### **Technical Writer (Contract Agency: Erimax, Inc.)**

**Key Work Experience:**

* Currently member of a pilot Agile Development team; creating SDLC documentation, providing GUI feedback, and creating online help.
* Led initiative to develop Java coding standards for two internal groups of developers.
* Led initiative to develop Java, HTML, and XHTML code commenting standards for two internal groups of developers.
* Wrote, edited, and revised a variety of SDLC documentation for various applications, including high-level design, requirements, system engineering, test plan, and solution architecture documents.
* Worked on variety of documentation for database applications, including design, requirement, and specification documents, test plans, database refresh and promotion processes, and a semantic data dictionary.
* Wrote and edited Interface Control documents for interface between applications and databases.
* Wrote user manual for iCADE Reports system.
* Provided feedback on user interface for newly developed system.
* Developed and edited training presentations.
* Imported database schemas into Enterprise Architect and created ER diagrams.
* Edited data dictionaries.
* Assisted in developing and implementing naming conventions for Oracle database constraints.
* Contributed to and edited report evaluating results of Service-Oriented Architecture (SOA) pilot project.
* Created template for use cases and contributed content to use cases.
* Drafted user interface standards for division-wide use.
* Drafted several internal proposals advocating adoption of new technologies.
* Pioneered use of Google Docs as collaboration tool within division.
* Researched a variety of assigned topics.

## **CACI International February 2009 – April 2010**

### **Lead Technical Writer**

**Key Work Experience:**

* Created modular online help systems for two related software applications: WordSlayer, a tool integrating audio playback and word processing for the transcription of audio data by the intelligence community, and ScribeZone, a language training tool based on transcription of audio data.
* Developed structure of online help system and wrote all online help topic content from scratch.
* Reused help topic content using single-sourcing features of DocToHelp.
* Developed standards and templates for online help pages.
* Created illustrations for online help.
* Tested documentation developed against application.
* Worked with developers to improve user interface.
* Wrote in a style and tone appropriate for non-native speakers of English and non-technical users.

## **CACI International** **March 2008 – January 2009**

### **Senior Technical Writer**

**Key Work Experience:**

* Worked on documentation for two web-based grants management applications (IDIS and DRGR) for the United States Department of Housing and Urban Development (HUD).
* Edited and wrote a variety of SDLC documents for IDIS; documents included project plan, project scope, project management plan, communication management plan, data management plan, configuration management plan, test plan, and quality assurance plan.
* Inventoried and analyzed existing online help for IDIS; inventoried and analyzed mainframe documentation for reuse in online help.
* Created user guide for portion of the DRGR system.
* Structured and formatted documents according to HUD standards.
* Coordinated development of software design documents at the Library of Congress for an authoring and publishing system.

## **Freddie Mac August 2007 – February 2008**

### **Technical Writer (Contract Agency: Sapphire Technologies)**

**Key Work Experience:**

* Created a user guide for a mortgage pricing management application that was being migrated from mainframe to web.
* Developed outline for user guide; wrote content based on requirements extracted from DOORS and by actual use of application.
* Developed page layout standards.
* Performed desk-top publishing.

## **Marriott International May 2007 – July 2007**

### **Technical Writer (Contract Agency: MetaMedia Training International)**

**Key Work Experience:**

* Created and edited job aids for PeopleSoft 8.9 Budget and Finance and SuccessFactors Employee Performance Management modules.

## **United States Supreme Court, Washington, DC September 2006 – May 2007**

### **Technical Writer (Contract Agency: Lockheed Martin)**

**Key Work Experience:**

* Wrote technology lab user guide and lab request quick reference guide for technology lab build-out project.
* Edited lab infrastructure and design documents, lab business function definitions, and lab usage guidelines.

## **Fannie Mae, Washington, DC June 2005 – August 2006**

### **Technical Writer (Contract Agency: TEKsystems)**

**Key Work Experience:**

* Edited and wrote a variety of documents for a financial data warehouse; documents included technical architecture plan, process narratives, cross-functional process flow diagrams, system development life cycle model, data management plan, and service level agreement.
* Used Visio to create graphics and flow diagrams.

## **National Public Radio, Washington, DC March 2005 – May 2005**

### **Technical Writer (Contract Agency: TEKsystems)**

**Key Work Experience:**

* Wrote online help for NPR ContentDepot website (<http://www.prss.org/contentdepot>), which allows subscribing stations to upload and download radio programs via the Internet.
* Developed content from use cases and wireframes.
* Wrote in style and tone appropriate for station personnel. Ensured consistency of language throughout help.

## **Management Technologies Inc. December 2004 – February 2005**

### **Technical Writer**

**Key Work Experience:**

* Created documentation for software developed for the United States Department of Housing and Urban Development (HUD).

## **Ernst & Young December 1998 – November 2004**

### **Technical Writer (Contract Agency: Spherion)**

**Key Work Experience:**

* Developed print and online documentation for complex, proprietary financial desktop and web-based applications.
* Created brochures, job aids, and supplementary documentation for third-party software (Lotus Notes and Microsoft Office) adapted for Ernst & Young.
* Created basic web pages using HomeSite and FrontPage; edited content and HTML of other internal websites.
* Created Flash presentations promoting new services and applications.
* Contributed to establishing department style guides and document templates.
* Performed desk-top publishing.

## **United States Census Bureau, Suitland, MD October 1998 – December 1998**

### **Technical Writer (Contract Agency: Spherion)**

**Key Work Experience:**

* Developed online help content for thematic and reference map pages for the original US Census Bureau American FactFinder website (<http://factfinder.census.gov/>), which allowed users to access Census Bureau data via the Internet.
* Wrote content at level appropriate to audience with 8th grade reading level and in a style and tone appropriate for diverse, non-technical audience.

## **AT&T, Herndon, VA January 1998 – July 1998**

### **Technical Writer (Contract Agency: Datanomics)**

**Key Work Experience:**

* Edited and formatted user guides, requirement analyses, CASE diagrams, and architectural descriptions of telecommunication systems.
* Developed technical diagrams using Visio.
* Used FrontPage to convert Word, Excel, PowerPoint, and Visio documents to HTML for publishing on intranet pages.

## **AEC Software September 1996 - October 1997**

### **Documentation Manager**

**Key Work Experience:**

* Restructured and rewrote user guide for a popular Windows and Macintosh project scheduling product. Took existing system-oriented user guide and delivered a user-focused, task-based guide.
* Created online help for Windows and Macintosh platforms.
* Used FrameMaker to create user guide; created online help using RoboHelp; converted it to QuickHelp for Macintosh platform.
* Wrote installation guides.
* Co-authored and edited product reviewer's guide and other marketing collateral.
* Contracted for printing services.
* Revised company style guide.
* Wrote in style and tone appropriate for diverse, non-technical audience.

## **Freelance Writer/Editor, Washington, DC January 1993 - September 1996**

**Key Work Experience:**

* Worked in freelance capacity as writer for previous employer, Template Software.
* Edited social issues book, marketing letters, press releases, and business plan.

## **Template Software, Herndon, VA January 1990 - December 1992**

### **Senior Technical Writer**

**Key Work Experience:**

* Target audience: programmers developing object-oriented business applications.
* Designed, wrote, and formatted user manuals, programming manuals, reference manuals, installation guides, and release notes for an object-oriented software development kit (SDK). Manuals included user guides for developing object model, communications, GUI, and database components of an application and API reference manuals.
* Inventoried and analyzed existing documentation for necessary updates.
* Edited training manuals.
* Developed templates for all documentation.
* Coordinated efforts of writing, editing, indexing, and production personnel.
* Supervised two full-time technical writers and two summer interns.
* Conducted editorial reviews of team materials and made final decisions regarding every aspect of publication.
* Established documentation department policies, procedures, standards, and templates.
* Created project schedules and met strict publication deadlines.
* Performed desk-top publishing.
* Contracted for printing services as necessary and reviewed bluelines.

**NPRI October 1988 - January 1990**

### **Senior Technical Writer**

**Key Work Experience:**

* Target audience: programmers developing telemarketing and telephony applications.
* Designed, wrote, and formatted user manuals, programming manuals, reference manuals, installation guides, release notes, and technical reports for telemarketing and telephony software.
* Revised company style guide.
* Wrote, edited, and formatted customer newsletters.
* Performed desk-top publishing.
* Contracted for printing services as necessary and reviewed bluelines.

## **Template Software, Arlington, VA March 1986 - October 1988**

### **Technical Writer**

**Key Work Experience:**

* Target audience: programmers developing expert system applications.
* Designed, wrote, and formatted user manuals, programming manuals, reference manuals, tutorials, installation guides, and release notes for expert system software development kit (SDK) for proprietary AI programming language.
* Coordinated efforts of writing, editing, indexing, and production personnel.
* Conducted editorial reviews of team materials.
* Established documentation process, standards, and company style guide.
* Created project schedules and met strict publication deadlines.
* Worked with graphic artist to develop page layout and manual cover designs.
* Performed desk-top publishing.
* Contracted for printing services as necessary and reviewed bluelines.

# Education:

* Coursework for Ph.D. in Linguistics, Georgetown University, Washington, DC, 1992 - 1995
* M.A. in Professional Writing, Carnegie Mellon University, Pittsburgh, PA, 1985
* B.A. in English and Philosophy, University of Iowa, Iowa City, IA, 1980
* “Macromedia Flash I,” CEU course presented by Editorial Experts, Alexandria, VA, 2002.
* “Adobe Illustrator I,” CEU course presented by Editorial Experts, Alexandria, VA, 2002.
* "How to Manage Documentation and Instructional Design Projects" workshop presented by JoAnn Hackos, Ph.D. 1997.
* "Indexing Technical Manuals," CEU course presented by Editorial Experts. Alexandria, VA. 1989.

# Skills:

* Software: MS Office Suite (Word, PowerPoint, Visio, Excel), RoboHelp, DocToHelp, FrameMaker, Publisher, PageMaker, Acrobat, HomeSite, FrontPage, Flash, Visio, Illustrator, Paint Shop Pro, SnagIt, ClearCase, SourceSafe, JIRA, Trac, SharePoint, Enterprise Architect, Google Docs, Oracle SQL Developer.
* Operating Systems: Windows; Macintosh; DOS; UNIX; VMS.
* Computer Languages: Pascal, SNAP (object-oriented AI language), SCRIPTS (DCL-based language).