

# Steven C Berry

## Expertise

Technical writer supporting clients in the aerospace, telecommunications, and information technology industries, with process development, systems analysis, and application development experience, including:

- Use of Microsoft Word and other tools to write and edit a wide range of documentation, including business processes, operation & maintenance manuals, configuration guides, forms, templates, style guides, user interface text, help text, and presentations.
- Performance of copyediting and quality reviews to ensure documents to meet the requirements of specifications, standards and guidelines. Validation of process structures and analysis of processes for consistency and to identify gaps.
- Use of Visual Basic and other application development tools to save time and improve data accuracy by automating documentation and database publishing tasks.
- Use of Microsoft Visual SourceSafe, Rational ClearCase, and other content management systems to manage configuration and coordinate document release.
- Use of Microsoft Visio to create document trees, work breakdown structures, system architecture diagrams, data and process flow diagrams, operational model diagrams, and other charts and illustrations.
- Use of HTML, CSS, XML, and associated web development tools to design, deploy and manage web content and administer web sites.
- Development of programs and scripts to automate business applications and for database automation and management (Visual Basic, VBA, VBScript, Perl, UNIX C Shell scripts, SQL, DAO, ADO, API, ODBC, mySQL).

## Professional Experience

All experience is as a technical writer, unless otherwise noted.

2003-2008

Employer: TEKsystems Inc. (contract underway)

Client: Boeing Commercial Airplanes: multiple customers

Wrote and edited business process documents for multiple airplane programs. Prepared, reviewed and released documents to support application blockpoint schedules. Analyzed technical content, participated in process testing, coordinated document format and process flow. Maintained a website for the Loadable Software group. Created a work breakdown structure and data dictionary.

2003

Employer: RWJ & Associates

Client: A-dec, Inc.

Wrote a an owners guide, an installation guide and a quick-start guide for an intra oral camera as installed in A-dec dental delivery systems.

## 2002-2003

Employer: Meridian Technology Group, Inc.

Client: Western Wireless Corp.

Wrote a user guide and training material for InSite, a web-based application for display of cell site statistics in databases.

## 2001-2002

Employer: Superior Technical Resources

Client: Boeing Commercial Airplanes: Information Management (IM)

Wrote project management and process documents for five computing system access management and information security initiatives. Developed communication plan materials and maintained website content.

## 2001

Employer: Sakson & Taylor

Client: Cingular Wireless (formerly AT&T Fixed Wireless Services)

Wrote method & procedure documents to describe changes to the work order dispatch process. Traveled to local offices to interview dispatchers and document workflow. Worked with subject matter experts to document MDSI Advantex workforce management tools. Edited white papers and updated release notes.

## 2000-2001

Employer: High Tech Staffing

Client: DecisionPoint Applications, Inc. (DPA)

Wrote implementation & configuration guides for Financial, Human Resources, Manufacturing/Distribution, and Customer Relationship Management ERP data warehouses. These guides describe source system data deployment (Oracle Applications, PeopleSoft, Siebel) in DPA data warehouses. Wrote Visual Basic programs to extract and format warehouse metadata for Visio star schema diagrams. Employed ODBC calls, API functions, SQL queries, and VB forms.

## 1999-2000

Employer: Superior Technical Resources

Client: Boeing: CNO Production Support

Wrote desktop procedures to describe system functions and processes. Used Saros Document Manager (now Filenet) for configuration management. Created system management operational model diagrams to display problem escalation paths and responsibilities. Wrote Visual Basic programs to maintain system management data and to extract the data from Visio shapes and import it into Access databases.

## 1999

Employer: Aquent (formerly Renaissance Worldwide, Inc.)

Client: Verizon Wireless (formerly AirTouch)

Created system architecture diagrams and documents for DB2 and UNIX mainframe customer billing system, to document the existing system and plans for system improvement. Designed and implemented database for configuration management of document and diagram library.

1995-1999

Employer: Superior Technical Resources (multiple contracts)

Client: Boeing: DCAC/MRM

Used business enterprise applications to model workflow diagrams and author online help text to support DCAC/MRM re-engineering efforts. Trained writers to use Baan Dynamic Enterprise Modeling tools (now SSA Global). Wrote tip sheets, test scripts and training materials for new versions of Baan tools. Managed two Boeing intranet web sites.

1997

Employer: Sakson & Taylor

Client: Microsoft: Windows NT Server group

Wrote user manuals and help files for the Windows-based Terminal Server.

1996

Employer: Verizon Wireless (formerly GTE)

Wrote user manuals and online help files for WorldWin OSS products.

1991-1995

Employer: Aerojet (formerly Olin Aerospace)

Position: Systems Analyst

Developed business applications for MultiValue (Pick) database environment, including MRP and finance systems. Wrote Pick BASIC programs, Pick database query scripts, UNIX shell scripts and Perl scripts. Provided training, troubleshooting and help desk support during transition to a client/server environment. Tested applications, developed curriculum and training materials.

1985-1991

Employer: Aerojet (formerly Olin Aerospace)

Wrote operation & maintenance documents to commercial and military specifications. Created business charts, diagrams and presentations and associated illustrations. Participated in validation and verification of US Air Force technical order documents.

## **Education**

Seminars, classes and ongoing IS education (Baan ERP, Sun Solaris (UNIX), Visio, FrameMaker)

2 years undergraduate study: Minneapolis College of Art & Design (1973) and University of Montana (1977)