Technical Documentation Technical Training  
Business Analysis ERP  
Project Management CRM  
SDLC (Waterfall; Agile methodologies) HIT  
Sarbanes-Oxley  
Quality Assurance HIE  
ARRA  
  
SOFTWARE/HARDWARE:  
  
MS Project Visio  
Sharepoint Office XP, 2003  
SQL Document Sciences-Autograph (VC Pro)  
Crystal Reports Macromedia Authorware; Director  
HTML Clear Case  
Windows XP; NT; 2003  
Honeywell 6060/6080 Mainframe Adobe Framemaker; Acrobat; Photoshop   
IBM 360/370  
  
  
EMPLOYMENT HISTORY:  
  
Sept, 2008 to Blue Cross Blue Shield  
Present 2501 Faraway Dr, Columbia, SC 29223  
  
Technical Writer (Contract Position)  
  
• Responsible for rewriting systems, enhancing existing functions and implementing new functions dealing with health information exchanges (HIE) and technologies. (HIT)  
• Reviewed and documented the effect of the 2009 American Reinvestment and Recovery Act (ARRA) on existing Blue Cross information systems.  
• Documented and executed processes that electronically move clinical information among disparate health care information systems while maintaining the meaning of the information being exchanged.  
• Work with technical and support teams to develop documentation.   
• Assist business analysts and design analysts with functional designs for customers.   
• Work with I/S management to develop presentations, status reports and various other documents.  
• Participate in complete SDLC process, using both Waterfall and Agile methodologies.  
• Facilitate the optimization of business unit performance by enhancing the alignment between business processes and information technology.   
• Actively resolve day-to-day technology needs of the business unit with a focus on the analysis of processes; dissecting problems and suggesting solutions, including complex systems, process analysis, design, and simulation.  
• Participate in continuous review and update to ensure that processes meet changing business unit conditions.   
• Identify, propose, and influence client business solutions.   
• Facilitate communication between business units and IT to negotiate agreements and commitments.  
• Tools used: Visio, Project, Word, Excel, Access, Adobe Acrobat, SnagIT and PhotoShop  
  
  
April, 2008 to Learn.Com  
June, 2008 14001 NW 4th St., Sunrise, FL 33325  
  
Technical RFP Writer (Contract Position)  
  
• Completed requests for proposals by developing the articulation of the investment process for use in technical RFP's, provided support to the marketing and communications team and liaising with Sales Representatives and other departments to coordinate the efficient collection and presentation of data. Each RFP contained Sarbanes-Oxley 302, 401, 404, and 409 certifications.  
• Worked successfully as part of a high performing team by using excellent organizational skills, such as expectations management, issue management and resolution, verbal, written and interpersonal communication skills; and telephone communication skills.  
• Managed multiple client projects in a remote environment using time management, prioritization, and client relationships. Coordinated internal resources and remote departments.  
• Tools used: Visio, Project, Word, Excel, Front Page, Adobe Acrobat, and PhotoShop  
  
  
March, 2008 to MedPro   
April, 2008 4760 W Commercial Blvd, Ft. Lauderdale, FL 33319-2877  
  
Technical Writer/Business Analyst (Contract Position)  
  
• Wrote User Guides, technical reports or related material   
• Interviewed and worked with recruiting personnel and management to develop and publish system and process documentation in consistent formats.  
• Created cross-functional requirement documents using Visio software  
• Conducted systems analysis of business user needs and created business requirement documents (BRDs)   
• Developed alternate business processes to eliminate process redundancies and increased business efficiency   
• Created project plans using MS Project  
• Tools used: Visio, Project, Word, Excel, Adobe Acrobat, and PhotoShop  
  
  
  
January, 2008 to Synergistix  
March, 2008 480 Sawgrass Corporate Pkwy # 200, Sunrise, FL 33325-6257  
  
Technical Writer/Business Analyst (Contract Position)  
  
• Participate in complete SDLC process, using both Waterfall and Agile methodologies.  
• Wrote User Guides, technical reports or related material   
• Interviewed database administrators to develop and publish system and process documentation in consistent formats.   
• Created cross-functional requirement documents using Visio software  
• Conducted analysis of business user needs and created business requirement documents (BRDs)  
• Created project plans using MS Project  
• Reviewed and coordinate the preparation of reports, papers, and presentations for management.  
• Provided consultations, recommendations, and/or facilitates decisions.   
• Developed and/or implemented new policies, procedures, standards, rules and regulations  
• Facilitated Joint Application Review and Design sessions (JAR/JAD)   
• Tools used: Visio, Project, Word, Adobe Acrobat, and PhotoShop  
  
  
  
November, 2006 to ASCENT CONSULTING, INC. (Baptist Health South Florida)  
March, 2007 350 East Las Olas Blvd Suite 1100. Fort Lauderdale FL 33301.  
  
Research Analyst (Contract Position)  
  
• Documented various software applications, from start to end, including screen shots for Sarbanes-Oxley audits. Each document contained Sarbanes-Oxley 302, 401, 404, and 409 certifications.  
• Developed charts with access profiles and job responsibilities which were compared with the tasks and functions within the applications  
• Developed alternate business processes to eliminate process redundancies and increase business efficiency   
• Tools used: Visio, Project, Word, Excel, Adobe Acrobat, and PhotoShop  
  
  
July, 2001 to HIP HEALTH INSURANCE CO., INC.  
September. 2006 2400 Park Rd., Hollywood, Florida 33023  
  
Business Analyst/Technical Writer (Permanent Position)  
  
Completed Projects:   
  
Claims Processing Project:   
• Created, managed, coordinated and supervised development of application software which impacted and accelerated claims processing by 35% . Each document contained Sarbanes-Oxley 302, 401, 404, and 409 certifications  
• Responsible for rewriting systems, enhancing existing functions and implementing new functions dealing with health information exchanges (HIE) and technologies. (HIT)  
• Created business requirements documents (BRDs)  
• Created cross-functional requirement documents using Visio software  
• Prepared project plans using MS Project  
• Created process maps, QA test plans and end user documentation/release notes  
• Participate in complete SDLC process, using both Waterfall and Agile methodologies.  
• Facilitated Joint Application Review and Design sessions (JAR/JAD)  
  
Billing Statement Project:   
• Coordinated the use of the Document Sciences-Autograph software to develop application   
• Created data-centric documents such as high value statements, correspondence and bills   
• Developed the design documents and billing statements for Vytra Health Plans  
• Developed alternate business processes to eliminate process redundancies and increase business efficiency   
  
Do Not Call Project:   
• Developed technical specifications per government specifications  
• Developed project plans using MS Project  
• Created business requirements documents  
• Created cross-functional requirement documents using Visio software  
• Created user documentation and release notes  
• Facilitated Joint Application Review and Design sessions (JAR/JAD)  
  
Each of the above-referenced projects involved timely communication with supervisors, business partners and developers to adhere to service level agreements (SLAs), and compliance with Sarbanes-Oxley audit standards. Also trained new employees on the OCR and Claims processing functions. Tools used: Visio, Project, Word 2000, Excel, Adobe Acrobat, and PhotoShop  
  
  
July, 2000 to PARKSTONE MEDICAL INFORMATION SYSTEMS, INC.  
July, 2001 2400 N. Commerce Parkway, Weston, Florida 33326  
  
Technical Writer/Business Analyst (Permanent Position)  
  
• Prepared business and functional documentation for the ParkStone medical management system.   
• Prepared project plans, QA test plans, release notes, end-user documentation, standard operating procedure manuals and Visio diagrams  
• Trained physicians and nurses on the ParkStone medical management system  
• Prepared Human Resources form documentation incorporating personnel and payroll  
• Created document repository with HTML and PDF formats  
• Facilitated Joint Application Review and Design sessions (JAR/JAD)  
• Tools used: SQL 2000; Visio, Project, Word 2000, Excel, HTML, Front Page, Adobe Acrobat, PhotoShop, FrameMaker and Clear Case  
  
  
March, 2000 to TECHNISOURCE, INC. (Motorola)  
July, 2000 1901 W. Cypress Creek Rd., Suite 401, Ft. Lauderdale, Florida 33309  
  
iDEN Technical Support Representative (Contract Position)  
  
• Analyzed and responded to all emails received in Motorola Vantive reporting system.   
• Assisted dealers in resolving Access Secure or Fedex Net Return web site issues.   
• Prepared FAQ answers derived from Motorola Vantive emails.   
• Resolved incoming tech support calls regarding Motorola cellular products.  
• Developed alternate business systems to eliminate process redundancies and increase business efficiency   
  
April, 1999 to RANGER TECHNICAL RESOURCES, INC. (Motorola)  
February, 00 600 S. Andrews Avenue, Suite 302, Ft. Lauderdale, Florida 33301  
  
Technical Writer (Contract Position)  
  
• Conducted and coordinated internal security audit on various departments in Plantation facility in preparation for Corporate Security Audits.   
• Documented audit findings and created Unix and Network operations manuals using Word.   
• Migrated audit findings and documentation on Motorola web site using HTML.   
• Worked with various software packages including Unix, C++, Project, Visio and ClearCase.  
  
  
June, 1998 CASI-RUSCO  
To January, 1999 1801 Clint Moore Rd., Suite 206, Boca Raton, Florida 33487  
  
Curriculum Developer (Permanent Position)  
  
• Developed access control curriculum for 2 training videos and accompanying manuals.   
• Prepared storyboards for web training site using Authorware 5.0 and Director 6.0.   
• Worked as a liaison between IT and Training Departments.   
• Conducted Introduction to PC course. Worked with proprietary software packages known as Secure Perfect access control software.  
• Tools used: Visio, Project, Word, Excel, Adobe Acrobat, and PhotoShop  
  
November, 1996 AUTONATION, USA  
To February, 1998 110 SE 6th St., Suite 1600C, Ft. Lauderdale, Florida 33301  
  
Systems and Process Training Specialist (June, 1997 to February, 1998)  
  
• Performed launch training at new stores for computer systems coordinators, inventory logistics coordinators and vehicle appraisers  
• Developed curriculum to support systems process training.   
• Worked as liaison between IT and Training Departments.   
• Launched all training for systems changes/enhancements using Reynolds & Reynolds vehicle management software, Kronos timekeeping software, and Dealer Solutions vehicle management software.   
• Worked with various vendor software companies to coordinate software rollouts.   
  
Help Desk Analyst (November, 1996 to June, 1997)  
  
• Communicated requests and user support needs to IT staff through the support center.   
• Managed help desk software reporting application known as Heat.   
• Assisted user support representatives.   
• Distributed IT information to field users.   
• Interfaced with various software and hardware vendors.   
• Coordinated with other AutoNation USA locations to develop and maintain user support standards.   
• Provided telephone support using various MS Office applications, Reynolds & Reynolds vehicle management software, Kronos timekeeping software and Dealer Solutions vehicle management software.   
• Averaged 60 calls per day, with 75% resolution within 10 minutes.  
• Tools used: Excel, Adobe Acrobat, and PhotoShop  
  
July 1975 to U.S. Air Force  
January 1977 Peterson AFB, Colorado Springs, CO  
  
Honeywell Computer Operator, Series 6060, 6080  
  
• Conducted mainframe computer operations on Honeywell Series 6060, 6080 systems. Performed tape librarian duties as well as disk management operations and distribution of classified reports to high-ranking officers and generals. Received Honorable Discharge, January 1977  
  
EDUCATIONAL BACKGROUND:  
  
FLORIDA ATLANTIC UNIVERSITY, Boca Raton, FL 33431  
B.A. General Studies  
  
BROWARD COMMUNITY COLLEGE, Ft. Lauderdale, FL 33314  
• AA-Computer Science  
• AS-Business Administration  
• Currently completing AA-Paralegal Studies