

## WILLIAM S. WHITESIDE

10571 Ladypalm Lane / Boca Raton, Florida 33498-1560

Phone: 561.479.0414      Mobile Phone: 561-445-7389

E-mail: [wordwonk@wordwonk.com](mailto:wordwonk@wordwonk.com)

Web Site: [www.wordwonk.com](http://www.wordwonk.com)

[LinkedIn](#)

### EXECUTIVE SUMMARY

A highly qualified, results-oriented professional with more than 12 years of experience in Technical Writing, Process and Business Analysis, Quality Assurance, and Project Management. Has excellent communication, analytical, and critical thinking skills, and the ability to learn quickly, to be flexible, and to work as a team member or a leader.

Has made considerable accomplishments in the areas of:

- ❖ **Cost Reduction**
- ❖ **Increased Efficiencies**
  - ❖ **Improved Development Processes and Business Practices**
  - ❖ **Improved Client Communication and Relationships.**

The primary contributions include:

- ◆ User Documentation
- ◆ System Documentation
- ◆ Knowledge Management
- ◆ Process and Business Analysis
- ◆ Policies and Procedures  
(Based on ISO 9000 and SEI/CMM principles)
- ◆ Quality Assurance
- ◆ Project Management
- ◆ Marketing Collateral
- ◆ Web Site Design and Implementation
- ◆ Business Plans and Proposals

### ACHIEVEMENTS

#### **JKG GROUP, Boca Raton, FL**

**August, 2008 — August, 2009**

(Marketing and Corporate Communications Fulfillment Provider)

**Business Analyst / Sr. Technical Writer:** Defined software system solution requirements and SDLC processes. Created and published end-user documents and on-line Help, as well as system design specifications. Created, organized, and managed knowledge repositories as the Knowledge Manager.

#### **DAYJET, BOCA RATON, FL**

**January, 2007 To June, 2008**

(Innovator of the "Per-Seat, On-Demand" jet services)

**Process Analyst / Sr. Technical Writer:** Reviewed, analyzed, and documented Information Technology (IT) systems and processes, and provided end-user documents and technical specifications. Collaborated with software engineering for systems documentation, and served as liaison to Quality Assurance and the user community.

Selected and managed additional writers, and tested existing processes for recommended changes and modifications. Served as communications liaison between development teams and user departments by organizing process reviews and establishing and implementing standards.

#### **THE STANLEY GROUP, BOCA RATON, FL**

**November, 2005 To January, 2007**

(A consulting services company: Process and Project Management, and Technical Communications)

#### **FX SOLUTIONS, FORT LAUDERDALE, FL**

**September, 2006 – January, 2007**

**Technical Writer:** Interfaced with users, stakeholders and technical staff to perform business analysis and requirements gathering, and created and maintained systems documentation, and operational procedures.

#### **VISA INTERNATIONAL, MIAMI, FL**

**June, 2006 — September, 2006**

**Technical Writer/Business Analyst:** Engaged as a consulting resource to provide analysis of LAN support processes for the global enterprise. Assignment involved creating supporting technical and user documentation that included: training manuals, user manuals, and escalation documentation.

**REPUBLIC SERVICES, FORT LAUDERDALE, FL****November, 2005 To April, 2006**

**Business Systems Requirements Writer:** Commissioned to create, seek approval of, and publish system requirements and design specifications for applications and reports. Was responsible for the development and implementation of standards for written documentation.

**CHAMPION SOLUTIONS GROUP, BOCA RATON, FL****February, 2004 To November, 2005**

(A data storage solutions provider)

**PROCESS / KNOWLEDGE TRANSFER ANALYST**

Was responsible for establishing, organizing, and implementing best business practices to ensure efficient internal operations and Client satisfaction. Provided the associated process flows and documentation, which included pre-sales and technical requirements, policies and procedures, and user guidelines.

Accomplishments included:

- ◆ Establishment of an internal knowledge base to ensure immediate access to up-to-date documentation, templates, and information.
- ◆ Introduction of Web-based documentation.
- ◆ Initiation of inter-department communication, resulting in mutually beneficial processes.

**SPHERION CORPORATION, FORT LAUDERDALE, FL****May, 2002 To January, 2004**

(An international provider of staffing, recruiting, and outsourcing services)

**TECHNICAL WRITER / RESEARCHER**

Responsible for the review, analysis, and documentation of Information Technology (IT) systems and processes, provided end-user documents and technical specifications. Worked with other ITS professionals and user clients to design and document new systems and processes, and re-engineered existing functionality. Tested existing processes and recommended changes and modifications.

Performed other technical research using the Internet, libraries, and other technical documentation to gather information on various IT subject areas. Documented policies, processes, procedures, and systems, and prepared presentation material as appropriate. Administered changes to existing documentation and systems, and maintained current documentation and writing updates.

Accomplishments include:

- ◆ Improved accessibility of documentation on local and public environments—hard copy as well as electronic.
- ◆ Improved communication between development teams and user departments by organizing process reviews, and establishing and implementing standards.
- ◆ Decreased the costs of publishing documents 30% by implementing electronic access.
- ◆ Decreased the time required to update and publish documents and communiqué.

**THE STANLEY GROUP, BOCA RATON, FL****July, 1996 To March, 2002**

(A consulting services company, which provides process and project management to improve communications and relationships between clients and their users.)

**PRINCIPAL AND CONSULTANT**

As the principal of this company, there are many contributions and accomplishments provided to the clients, such as:

- ◆ Streamlined improvements in the software development processes used to develop and implement financial products in Latin America, which reduced the time and the cost of product delivery.
- ◆ Eliminated the duplication of activities associated with business analysis by reducing redundant staff, and increased the productivity through the consolidation of the multiple functions.

- ◆ Reduced the cost of producing end-user documentation by organizing documentation departments, establishing standards, and providing a plan for migrating all documentation to an electronic medium.
- ◆ Improved the process for selecting new or additional software by providing technical specifications of legacy systems.

The clients include:

- |                             |                             |
|-----------------------------|-----------------------------|
| ◆ Citibank International    | ◆ MCI Systemhouse/ADT       |
| ◆ AT&T Wireless Services    | ◆ Office Depot              |
| ◆ Mercator Software         | ◆ Blockbuster Entertainment |
| ◆ The Wackenhut Corporation | ◆ Burger King               |
| ◆ CareCentric               |                             |

## **DALEEN TECHNOLOGIES, INC., BOCA RATON, FL**

**May, 1993 To March, 1996**

(A global provider of licensed and outsourced billing and customer management, operational support systems, and revenue assurance solutions)

### **DIRECTOR OF QUALITY ASSURANCE & DOCUMENTATION**

Responsible for the coordination, production, and implementation of all internal and external documentation. Also monitored and controlled the quality processes associated with systems development.

- ◆ Improved adherence to development policies and procedures and ISO 9000 guidelines through the development and implementation of templates and development standards. Also created a Systems Development Process (SDP) for software that resulted in a more efficient and cohesive development environment.
- ◆ Improved communication through the development and publication of technical documentation, on-line Help, proposals, and marketing collateral.
- ◆ Coordinated and implemented policies and procedures to accommodate the eventual ISO 9000 certification.

### **PREVIOUS EXPERIENCE**

- |                              |                             |
|------------------------------|-----------------------------|
| ◆ Director of Communications | ◆ Project Manager           |
| ◆ Communications Manager     | ◆ Systems Project Manager   |
| ◆ Director of Administration | ◆ Quality Assurance Manager |

### **EDUCATION & AFFILIATIONS**

Bachelor of Arts Program, Business Administration, Capital University, Dayton, Ohio

Member, Society for Technical Communication

Member, Institute of Electrical and Electronics Engineers (IEEE)

### **SKILLS**

Microsoft Office, RoboHelp, MadCap Flare, HTML, Forex, FrontPage, SharePoint, FrameMaker, Word, Photoshop, FullShot, Excel, PowerPoint, content provider, editor, CorelDRAW, PageMaker, content strategist, Web publishing, Oracle Tutor, Outlook (forms), Visio, Adobe Acrobat, PDF, Lotus Notes, ISO 9000 and SEI/CMM principles, IEEE, Siebel, Technical Specifications, Society for Technical Communication (STC), Managed Services, Knowledge Management, Process Analysis, Business Analysis, Shrink-wrapped Software