

JASON COVINGTON

PROFESSIONAL SUMMARY:

Professional information systems experience encompassing process and business analysis, data collection, documentation design and development, and end-user training. Specialty as a Communications Consultant /Technical Writer/Documentation Specialist/Marketing Communications Writer with extensive experience in writing and implementing technical documentation for software development for a wide range of audiences. Significant experience organizing, coordinating, managing and documenting technical communication within the PC Windows software development environment. Dual role in technical marketing communications.

HARDWARE: PCs, Compatibles and Macintosh

SOFTWARE & SYSTEMS:

Windows 2000, NT, and XP, DOS, Unix, Linux, Mac OS, Microsoft Office Suite, Microsoft Project, Microsoft Access, FrontPage Visual Source Safe, Macromedia Dreamweaver and FreeHand, Lotus Notes, Visio, PageMaker, Adobe Acrobat, Illustrator, Photoshop, FrameMaker, QuarkXpress, RoboHelp, Photoshop, HTML, Domino.Doc, Knova, Lawson Insight Desktop, Crystal Reports, SnagIt, Siebel, AuthorIT, many others

EXPERIENCE:

Communications Consultant/Technical Writer

01/1995 - Present

Responsible for performing technical writing, documentation, training, and marketing for a number of clients. Responsibilities include software development documentation, user manuals, design and functional requirement documentation, application installation instructions, policies and procedures manuals, online help systems, training materials, web content, desktop publishing, research, marketing materials, reports and presentations, project management, website administration and development, database management, and document control systems. Formally trained in information mapping methodology. Some specific client projects include:

MYNAH Technologies

12/2005-present

Technical Publications, Marketing Communications

- Wrote design documents, system integration guides, technical knowledge base articles, online help, technical user manuals, specification documents, and other documents for process simulation software development.
- Managed marketing communications initiatives, including new white papers, redesigning the web site, E-News, press releases, and other projects.
- Grew website from 1,000 to 42,000 monthly visitors.
- Designed documentation templates, implemented standardized procedures, established naming conventions, initiated system integration plans, and developed marketing strategies and initiatives for business development.
- Developed new business partnerships

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Maverick Technologies

7/2007-10/2007

Technical Documentation

- Wrote 290-page engineering standards document for Tate and Lyle process control systems.
- Developed control narrative templates for world-wide use in various T&L industrial plants.

Cernium

12/2005-04/2005

Intelligent Video Surveillance Software Development Technical Documentation

- Wrote user and administrator guides for security software, incorporating architecture and network diagrams in Visio.
- Wrote online help systems in MS HTML Help, including API reference document.

Express Scripts (Global Communications)

08/2005-

11/2005

Knowledge Management Information Analyst

- Planned and developed ESI's Knova Knowledge Management System using information mapping methodologies.
- Used tagging and spidering to allow smart searches.
- Wrote templates and content in Dreamweaver for call center reps., including client page templates, notifications, policies, procedures,
- Implemented strategies and plans for company-wide deployment of KMS system.
- Organized projects and worked with off-site employees.
- Contacted SMEs, vendors, and IS in data gathering and in network/directory set up.

Computerized Medical Systems (Technical Publications/Marketing)

12/2003-07/2005

Technical Writer/Trainer

- Gathered and incorporated user interface and design specifications into user guides, online help, installation instructions, technical manuals, requirements and design documents, and reference materials for oncology treatment planning software systems following strict federal regulations, including HIPPA and FDA.
- Developed marketing and training materials, including the MarketWare newsletter, reference guides, and copy for both print and video advertisements.
- Interviewed medical physicists, systems engineers and architects, developers, and product managers to determine and fulfill product requirements using Object-Oriented Analysis and Design (OOA&D).
- Tracked development and lifecycle changes through signatory process following ISO standards.
- Conducted customer usability survey at CMS' 2004 Users' Symposium.
- Provided testing support and wrote some test cases.

bioMérieux (Product Labeling and Documentation)

10/2002 – 10/2003

Documentation Specialist:

- Updated and reformatted user documents for systems including translations, working with IT and translator contacts.

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- Developed and tested online help systems following FDA regulations via strict QA guidelines.
- Reformatted and updated documents from standard format to European 7X9 format.
- Developed processes, procedures, and style guidelines in PL&D Standards Guide.
- Followed strict document control procedures.

Convergys (User Performance Support)

09/2001 – 09/2003

Technical Writer:

- Documented Catalys, IP, VoIP and Settlement Suite software (telecommunications infrastructure and Internet billing systems).
- Wrote technical, user, training, and online documentation, including installation, site planning, database, procedures, operational specifications, and other guides in line with strict style standards developed.
- Gathered and managed technical data from SMEs.

Anheuser-Busch (Management Systems Group)

04/2001 – 09/2001

Technical Writer:

- Performed technical writing and documentation for Desktop Strategies in the deployment of 15,000 PCs.
- Compiled 150-page Process Guide (standards and procedures) for DS Applications Testing and Packaging.
- Created high-level presentations and project-end documentation for A-B managers.
- Wrote application installation instructions and test plans for more than 100 applications.
- Gathered and managed technical data from SMEs.

MasterCard International (Internal Systems Development)

08/2000 – 04/2001

Technical Writer:

- Performed all technical writing and documentation for software lifecycle.
- Gathered technical data from 25 software developers.
- Wrote online documentation for ISD website and ISD Procedures Guide.
- Wrote functional requirements and design documents for developers.

MobileVillage.com (Mobile & PDA Expos, World Market Strategies)

03/1999 - 08/2000

Communications Coordinator:

- Developed technical writing, online documentation, marketing materials, and training.
- Developed and wrote educational and promotional content.
- Assisted in the development and administration of the MobileVillage.com website.
- Organized, developed and moderated vertical market forums (both tradeshow and online virtual events) in the mobile and wireless industry.
- Updated and maintained the Filemaker Pro database.

Computer Resources Management Team of the Army's ATCOM

06/1998 - 03/1999

Communications Liaison for CRMT:

- Performed technical writing assignments and desktop publishing.
- Wrote documents clarifying Year 2000 changes on the Apache Longbow as well as Contracting Officer letters approving or disapproving technological changes.
- Assisted in writing a presentation on the Year 2000 presented to the Pentagon.

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- Organized and documented plans and status updates.
- Acted as Communications Liaison to ensure compliance guidelines were met.
- Assigned and tracked tasks and change control for Computer Resources Management Team/Software Division for the Apache Longbow Helicopter on CRMT tracking database.

GC Services (partnership with MCI)

03/1997 – 02/1998

Analyst and Documentation Specialist:

- Wrote documentation, including SOPs, Help Desk and procedural manuals for telecommunications.
- Wrote and delivered training for groups of end-users in the on telecommunications procedures and processes.
- Performed on-site troubleshooting in Windows environment as well as managerial duties, data entry, and customer contact.

Scott Air Force Base Defense Printing

Online Documentation Specialist:

- Supervised and operated network of 10 computers on third shift.
- Performed the online conversion of Army and Navy documents to compact disks using Adobe Acrobat.

McDonnell Douglas Engineering Publications and C-17 Change Coordination

Technical Writer and Change Coordinator:

- Worked on the Engineering Publications' online conversion of Air Force documents.
- Wrote technical and end-user documents.
- Coordinated engineering modifications to the C-17 aircraft.

Sprint PCS

As a Training Consultant:

- Trained personnel on emerging telecommunications technologies.
- Developed and wrote training material.

Wang I-Net

Technical Writer and an Online Documentation Specialist:

- Worked on the online conversion of Air Force documents using RoboHelp.
- Wrote training manuals for employees.

EDS

Technical Analyst:

- Worked as an analyst for SpectraVision technical support.
- Developed, documented, and implemented processes for in-bound calls for technical support.

EDUCATION:

M.A. English, Southern Illinois University at Carbondale, Carbondale, Illinois 1994

B.A. Communication (Writing), Pepperdine University (ranked 50th in nation), Malibu, California 1991

Diploma, Monta Vista High School (ranked 57th in nation), Cupertino, California, 1988

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AWARDS:

Experitec President's Award, Anheuser-Busch "Night on the Town" Award, John Scott Douglas Writing Award, English Purple and Gold Award