

6677 NE WINDERMERE ROAD • SEATTLE, WA 98115  
PHONE 301-787-8064 • E-MAIL ELDRIDGEHARDING@HOTMAIL.COM

# ELDRIDGE HARDING

August 11, 2019

Dear Sir/Madam:

After more than 15 years of progressive experience in technical writing, usability analysis, and editing, I feel that the skills you seek are a close match to those I have developed in the course of my career.

A quick glance at my resume will offer proof of my writing and analytical skills. You will also see that I have a varied background in these areas.

At your request, I would like to schedule a meeting with you to discuss how I can make a contribution to your organization. Please feel free to email or call me and leave a message at 301-787-8064 (cell).

Thank you in advance,

A handwritten signature in cursive script that reads "Eldridge Harding". The signature is written in dark ink and is positioned below the typed name.

ELDRIDGE HARDING

# ELDRIDGE HARDING

## OBJECTIVE

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Position as Technical Writer/Editor/Analyst

## FUNCTIONAL SUMMARY

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Over 15 years of experience writing, editing, analyzing reports, documentation plans, creating and maintaining schedules, writing and editing product documentation, and coordinating with other specialists to produce various content to support assigned product areas. Highly experienced with interviewing Subject Matter Experts (SMEs) to create accurate and comprehensive content. Expert at collecting and using feedback to enhance content.

- Expert at providing print and online documentation, knowledge base content, and web content.
- Expert in analyzing and evaluating technical information and preparing comprehensive recommendations, reports, briefing materials, letters, and directives from that information.
- Consummate Technical Writer and Editor who is dynamic, creative, forward-thinking, and adept at establishing and maintaining effective working relationships with co-workers, customers, and those in lead/supervisory positions.
- Expert at explaining, advocating or negotiating with individuals and groups internally and externally to resolve complex problems and/or arrive at a common understanding of issues.
- Expert user of graphics tools such as Visio, Paint Shop Pro, Photo Shop, and the SnagIt suite. Expert in the use of the Full Adobe Acrobat suite (including Acrobat Writer and Acrobat Distiller). Expert user of Content Management tools such as Octane and Drupal. Well versed with using HTML, XHTML, XML, XStandard, PHP, and CSS.
- Expert in the use of document format standards and structured writing methods such as Information Mapping. Highly proficient in the use of many style guides, including; the US Government Publishing Office (GPO) Style Manual, the Chicago Style Manual, the Navy Correspondence Manual (SECNAV M-5216.5), the APA Style Guide, and the Microsoft Manual of Style.
- Expert in the use of Configuration and Version Management tools such as SharePoint, PVCS Tracker, PVCS Dimensions, Microsoft Visual SourceSafe, Rational ClearCase, and Rational Rose.

- Expert in planning, organizing, prioritizing and coordinating work when diverse demands are involved.

## HARDWARE/SOFTWARE

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Computer literate with working knowledge and experience with operating environments such as Windows NT, Windows 7, Windows 10, and Virtual Private Network (VPN).

MS Office Suite, MS Word, Doc-to-Help, RoboHelp, WordPerfect, Adobe Acrobat Full Suite, Adobe FrameMaker, PaintShop Pro, PhotoShop, SnagIt Suite, Visio, SharePoint, Privia, MS PowerPoint, MS Project, MS Publisher, HTML, XML, Adobe InDesign, Internet Explorer, MS Outlook, GroupWise, Meeting Maker, TeamCenter, PVCS Tracker, PVCS Dimensions, Microsoft Visual SourceSafe, Rational ClearCase, Rational Rose, AutoCAD, InfoMap, XStandard, Arbortext Editor, DITA/XML and Octane and Drupal Content Management Systems.

## EDUCATION

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Master of Sciences, Human Centered Design and Engineering with Emphasis in Technical Communication, University of Washington, Seattle WA, June 2012.

Master of Arts, Humanities with Emphasis in Philosophy and Academic Research Writing, Old Dominion University, Norfolk VA, December 1980.

Bachelor of Arts, Philosophy/English, Bethune-Cookman College, Daytona Beach FL

## EMPLOYMENT

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### **May 2018 to Present – Technical Writer/Editor/Analyst National Transportation Safety Board (NTSB), Washington DC**

Writer/Editor/Analyst for the NTSB. Responsible for providing professional, timely, and accurate reports in response to major transportation accidents in the United States. Specifically:

- Writes, edits, and analyzes major transportation accident reports.
- Writes and edits special investigation reports, safety recommendation letters, safety recommendation response letters, responses to petitions for reconsideration of probable cause, and other documents.
- Attends meetings with engineers, investigators, other subject matter experts, and board members to ensure that content is technically, legally, and logically accurate.
- Uses SharePoint to collaborate the input of all contributors and reconciles disputes.
- Corrects grammar, punctuation, style, and format, and evaluates documents in terms of purpose, audience, scope, content, organization, and logic. Ensures paragraph unity and coherence. Eliminates jargon and redundancies.
- Ensures that documents are edited and produced according to established formats using both the Chicago Style Guide and the NTSB Style Guide.
- Identifies and recommends solutions to document formatting problems. Proposes technical or production improvements and participates in implementing these changes.

- Works with team members to ensure that document organization is logical and issues are adequately developed.
- Evaluates the appropriateness and accuracy of graphic materials, providing advice and recommendations when necessary.
- Ensures that final documents conform to the Board-approved versions.
- Ensures that documents are properly published and distributed.

**July 2017 to May 2018 – Technical Writer/Editor/Usability Analyst  
U.S. Dept. of Homeland Security, Washington DC**

Writer/Editor for the Office of the Executive Secretariat. Responsible for providing professional, timely, and accurate responses to public, governmental, and congressional correspondence addressed to the agency. Specifically:

- Developed written products, such as official correspondence and responses to congressional questions for the record that articulated, interpreted, and explained highly complex, potentially controversial, and important agency programs, project plans, guidelines, regulations, policies, handbooks, manuals, and laws.
- Researched technical documents or libraries to develop pertinent information; verify the accuracy of information by conducting independent research and interviews with subject matter experts; and/or coordinate with operational components to obtain or verify information.
- Maintained a repository for incoming letters, internally-generated tasks, and legislative records, and maintained a high degree of coordination in all phases of the documentation process with relevant stakeholders, seeing cases through to completion.
- Assisted in conducting usability research with Developers to create a new content management system to replace current content management system.

**November 2016 to July 2017 – Unemployed  
Hummelstown, PA**

Made Cross country move because of Spouse's new employment. Searched for US Government employment during Federal Government hiring freeze.

**September 2014 to November 2016 – Aviation Safety Technical Writer/Editor/Usability Analyst**

**Federal Aviation Administration (FAA), U.S. Dept. of Transportation, Seattle WA**

I performed a variety of writing, editing, and analytical duties for the FAA's Aviation Safety organization (AVS). Specifically, I supported the Airworthiness & Technical Communications Branch, Transport Airplane Directorate (TAD), and Aircraft Certification Service (AIR). I primarily, developed airworthiness directives (ADs) that involved regulatory or technological concepts, practices, and policies. These ADs are high visibility documents published in the Federal Register. I Used technical input and guidance from subject matter experts (e.g. aerospace engineers, flight test pilots, flight test engineers, etc.); as well as input from other technical writer-editors, the AD program manager, attorneys, and management officials. These documents

addressed highly complex and frequently controversial topics on important subjects that generally received significant media attention. I conducted research using a variety of resources. I independently utilized databases to track and maintain correspondence, reports, and other documents as a regular and recurring part of the job. I used and helped to create various templates that contained standard formatting and boilerplate language. I used major resources including; FAA Regulatory Guidance, Editing Guides, Federal Register Document Drafting Handbook, and the U.S. Government Printing Office (GPO) Style Manual. I used Microsoft Word and SharePoint. Specifically, I:

- Wrote and edited Notices of proposed rulemaking (NPRMs) and Final rules after NPRM (FRANs) that addressed problems with domestic and international airplanes and products (engine, propeller, or appliance). These documents called Airworthiness Directives (ADs) are legally enforceable regulations issued by the FAA in accordance with 14 CFR part 39 to correct unsafe conditions in products.
- Used project management skills to manage these documents from initial draft through publication in the Federal Register. Responsible for ensuring that every AD is tracked using the Access database and SharePoint. Ensured that every AD received appropriate review by designated reviewers. Maintained the master draft for version control compliance.
- Used analytical skills to analyze foreign and domestic service information (airplane service bulletins, Mandatory Continuing Airworthiness Information (MCAIs), Airplane Flight Manuals (AFMs), etc.
- Used mathematical skills to compute costs for airplanes to comply with our published regulations.
- Used localization skills to adapt information written by foreign writers into information that is understood by U.S. English readers.

**May 2012 to September 2014 – Senior Technical Writer/Editor/Usability Analyst  
Marine Corps Operational and Test and Evaluation Activity, Quantico, VA**

DoD Secret Clearance. Resident expert in all matters pertaining to the documentation of Marine Corps Operational Testing and Evaluation functions. Specifically:

- Worked with researchers, scientist, statisticians, operations analyst, engineers, and Marine Corps personnel to test and evaluate materiel system capabilities and prepare comprehensive recommendations, reports, briefing materials, letters, and directives from that information.
- Successfully planned, organized, and prioritized editorial assignments from several divisions in the organization with competing interests and goals. Met weekly with these division heads to strategize and prioritize workloads to ensure all requirements are met.
- Instrumental in helping to develop processes and standard operating procedures that incorporate the creation and publication of programmatic documentation. Created and

revised templates, and from a human-centered design perspective, makes recommendations to improve the efficiency and effectiveness of the documentation and documentation processes.

- Created and maintained an Agency style guide to assist writers with standards for grammar and punctuation, references and citations, documentation processes, Microsoft Word Style usages, and basic Microsoft Word navigation.
- Instrumental in explaining, advocating, and negotiating the use of these new styles and templates with internal divisions and external customers. Created automated templates for reports after conducting usability studies to find out what users needed to ease their report writing tasks. These suggestions helped to resolve complex problems with adherence to standards and eased writing and editing tasks for all concerned.
- Used Microsoft Word, Microsoft Project, Microsoft Publisher, Microsoft Visio, SharePoint, and Adobe Creative Suite Design Standard (InDesign, Photoshop, Illustrator, Acrobat), the Navy Correspondence Manual (SECNAV M-5216.5), and Acrobat Distiller.

**September 2009 to April 2012 – Technical Writing Consultant  
Various Locations**

Technical Writing Consultant to various companies and agencies. Specifically responsible for the following:

- Migrated major volumes of Microsoft Word documentation (MMIS ADMIN Manuals) to newly created Content Management System using Drupal, XStandard, Microsoft Office 2007, and SnagIt. Updated documentation for new releases.
- Created a Content Management System for the State of South Dakota Managed Medicaid Information System (MMIS) using RoboHelp 8 and Microsoft Office Suite. I was responsible for writing the ADMIN, Case Management, and Care Management Systems sections. I used Use Cases, SMEs, and a Systems prototype to create this documentation. I participated in daily status meetings and walk-throughs.
- Created Data Modules for a US Army Web Application from scratch using Arbortext, XML and CSS. Created knowledge base content for US Army content management system. Performed audits of knowledge base content to ensure content consistency with new technologies. Developed new taxonomies when appropriate.
- Wrote and edited API specifications documentation for Telecommunications project. Used Microsoft Word.
- Wrote and edited engineering documents and proposals for an Aerospace Rocket manufacturer. Used Microsoft Word, Microsoft Project, Microsoft Visio, and TeamCenter software.

**August 2007 to August 2008 – Sr. Technical Writer  
Microsoft, Redmond, WA**

1 year Contract position. Responsible for writing, editing, and maintaining lifecycle documentation for the Global Network Services (GNS) Department. Writes Information Technology policies, procedures, and processes. Used Octane Content Management System to create and categorize information used by Help desk personnel. Used knowledge management business rules to create and update knowledge base content to support business objectives and new product and tool launches. Used Microsoft Office, Visio, SnagIt, PhotoShop, PaintShop Pro, Acrobat, Microsoft Project, and Octane. Specifically:

- Created and updated knowledge base content for Help Desk content management system.
- Created and updated Troubleshooting guides (TSGs) using the Octane Content Management System, HTML, XHTML, and XML.
- Created and updated documents to SharePoint.
- Reviewed, analyzed, evaluated and refined IT policies and procedures.

**April 2007 to July 2007 – Sr. Technical Writer/Editor/Analyst/Consultant  
Wimmer Solutions/Nordstrom IT, Seattle, WA**

Short term contract position. Responsible for writing, editing, and maintaining lifecycle documentation for the Marketing Business Information Organization. Wrote Information Technology policies, procedures, and processes. Used FrameMaker 8, Microsoft Office, Adobe Acrobat, SnagIt, Visio, Microsoft Project, and SharePoint. Specifically:

- Created Functional Specifications Documentation.
- Created Marketing Bio Project Scope Documentation.
- Created Test Plans.

**November 2005 to February 2007- Sr. Technical Writer/Editor/Analyst/Consultant  
Surrex Solutions/CareFirst FEP, Washington, DC**

Contract position. Responsible for creating training documentation for the Green Screen Conversion project. Used Information Mapping (InfoMap) methodologies to produce concise user training materials. Analyzed and utilized Use Case scenarios to create relevant documentation that was highly received by Users. Created PowerPoint presentations and conducted WEBEX training for numerous users. Wrote Information Technology policies, procedures, and processes for SOX compliance. Used Microsoft Office, RoboHelp 8, Visio, Microsoft Project, SnagIt, PaintShop Pro, and Acrobat. Specifically:

- Created User Manuals and Training Documents.
- Created on-line help using RoboHelp.
- Used Application Prototype for testing and documentation.
- Validated Use Cases.

- Reviewed, analyzed, evaluated and refined IT policies and procedures for SOX compliance.

Also responsible for converting Word documents to HTML for the Web using Drupal and XStandard.

**May 2003 to November 2005 - Sr. Technical Writer/Editor/Analyst/Consultant  
Various Locations**

Technical Writing Consultant to various companies and agencies. Specifically responsible for the following:

- Responsible for planning, directing, researching, writing, editing, and producing a Management Manual for a proprietary healthcare software application designed to operate in the background and automate the workflow of electronic and paper medical records between application suites. Worked with Microsoft Word templates. Interviewed Engineers, Programmers, and Developers.
- Responsible for gathering Software Requirements, and producing low-level and high level Life-Cycle documentation.
- Wrote and updated Web Content on external website using wireframes.

**Jul 2002 to May 2003 - Naval Audit Service Editor  
Naval Audit Service, Washington, DC**

Contract position. Primary Naval Audit Service Editor responsible for ensuring the clarity, and accuracy of audit reports and other associated documentation using standards from the Naval Audit Service Handbook and the GPO style guide. Worked with Navy Auditors and other Naval Audit Service Editors to prepare and disseminate audit reports presented to all echelons of the Department of the Navy, and Department of Defense organizations. Some of these audit reports received high visibility from the Office of the Secretary of Defense, and the Secretary of the Navy. Specific duties included conducting editorial reviews of Audit reports written by Navy Auditors, and providing written comments regarding clarity, accuracy, and compliance. After completing the editorial reviews and providing comments, negotiated with Navy Auditors to produce and disseminate a final, polished product. With 16 years of U. S. Navy military experience and knowledge, and over 10 years of editing / writing experience, quickly grasped and mastered the language and concepts involved with Naval Audit Reporting and the Naval Audit Service. Proven team player and leader with consummate management and organizational skills.

**May 1998 to July 2002 - Technical Writer/Editor/Analyst/Consultant  
Various Locations**

Technical Writing Consultant to various companies and agencies. Specifically responsible for the following:

- Worked with Oracle Developers to create user manuals and standard operating procedures for the Naval Air Systems Command's MODMIS software.



- Managed and supervised projects, writers, and clerical staff. Used RoboHelp to create online help from existing documentation. Created a Disaster Recovery Plan. Used FrameMaker 5 and 6 to rewrite large Word documents.
- Used Microsoft Word to develop systems architecture design documents, standard operating procedures, business architecture design documents, service level agreement documents, operations manuals, installation manuals, etc.
- Analyzed RFP and wrote/edited technical sections of proposal in a bid to provide MMIS services to the State of California Department of Health Services (Medicaid).

**Jan 1996 to May 1998 - Sr. Technical Writer/Editor/Analyst  
ManTech International/Tidewater Consultants, Inc., Alexandria, VA**

Wrote and edited major software user manuals, functional requirements, data element dictionaries, charts, and graphics under both Government telecommunications and IT contracts. Wrote and produced life cycle documentation for a major telecommunications project for the Defense Logistics Agency. Used Doc-to-Help to create online help from existing documentation.

**Jan 1994 to Jan 1996 - Proposal Coordinator/ Writer/Editor  
FHC Health Systems, Options, Norfolk VA**

Researched, wrote, edited, and produced over 180 technical proposals for a major managed mental healthcare company in response to Medicaid, Federal, State, and Commercial Request for Proposals. Specialized in MIS, IT, and Telecommunications. Managed and supervised writers and clerical staff.

**Jan 1992 to Jan 1994 - Sr. Technical Writer/Editor/Operations Manager/Analyst  
U.S. Navy Special Warfare Support Unit, Norfolk VA**

Researched, wrote, and edited user manuals, status reports, messages, and other technical documents for the U.S. Navy. Collected and organized data and teamed with Research and Development Groups to develop and update technical information. Developed technical training plans and courses. Developed Disaster Recovery Plans. Managed and supervised writers and clerical staff. Held Top Secret Clearance.

**Jan 1990 to Jan 1992 - Sr. Technical Writer/Editor/Project Manager/Analyst  
U.S. Navy Surface Warfare Development Group, Norfolk VA**

Researched, wrote, edited, and prepared technical documents including user manuals, and training and installation guides for combat systems and weapons systems (hardware and software). Developed training guides to instruct Navy Fleet users in the use of software updates. Assisted in the implementation of new technologies, and policies and procedures to the Fleet. Met with scientists, engineers, and users to collect and organize information. Managed and supervised writers and clerical staff. Held Top Secret Clearance.

## **TRAINING**

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CITI Human Research Curriculum – December 2013

History and Ethical Principles - SBR II – December 2013

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Defining Research with Human Subjects - SBR I – December 2013

Regulations and the Social and Behavioral Sciences –December 2013

Assess Risk in Social and Behavioral Sciences - December 2013

Informed Consent- SBR 1 – December 2013

Privacy and Confidentiality – December 2013

Records-Based Research – December 2013

Research with Protected Populations - Vulnerable Subjects: An Overview – December 2013

Internet Research – December 2013

Conflicts of Interest in Research Involving Human Subjects – December 2012

Avoiding Group Harms: U.S. Research Perspectives – December 2012

Adobe Creative Suite (InDesign) – December 2012

Edward Tufte Information Management Course – November 2012

Naval Correspondence – June 2012

HCDE 516 Research Statistics – Fall 2011

HCDE 510 Information Design – Winter 2011

HCDE 512 International Communication and Usability – Spring 2010

Drupal Content Management System and XStandard Training – 2009

Octane Content Management System Training – 2009

Project Management – 2009

Sarbanes-Oxley (SOX) Training – 2007

Systems Development Lifecycle Training (SDLC) – 2004

## **PROFESSIONAL MEMBERSHIPS**

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Senior Member, Society for Technical Communication (STC).

## **AWARDS RECEIVED**

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Navy Achievement Medal for Excellence in Technical Writing.

## **REFERENCES AVAILABLE ON REQUEST**

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