

Jay Dougherty

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EDUCATION

ABD, English 1987

University of Connecticut

Storrs, CT

Completed all coursework and 16-hour comprehensive written and oral examinations toward Ph.D degree.

G.P.A.: 3.9.

M.A., English, Pedagogy 1984

University of Maryland

College Park, MD

Special concentrations in teaching, writing, editing, publishing.

G.P.A.: 3.9.

B.A., English, Journalism 1982

University of Maryland

College Park, MD

Undergraduate major subject G.P.A.: 4.0; overall G.P.A.: 3.8.

TEACHING POSITIONS**English Teacher**

[John F. Kennedy International High School](#), Berlin, Germany

8/90 » 6/93

- Taught English and advanced English to Germans and native English speakers in grades 8, 10, 11, 12, and 13.
- Teaching performance was rated "outstanding" by an independent review committee.
- Tenure granted after serving one year at the school.

Lecturer, Department of English

[Westfälische Wilhelms-Universität Münster](#), Münster, Germany

4/89 » 7/90

- Designed and taught courses in advanced American language and literature, culture, and German-English translation.

Instructor, Department of English

[Technische Universität Berlin](#), Berlin, Germany

4/88 » 3/89

- Designed and led courses in American literature and culture during the tenure of a Fulbright fellowship in Berlin.

Business English and Computer Instructor

Central Texas College, Berlin, Germany

1/88 » 3/89

- Taught day and evening courses to adults in Business English, Word Processing, and DOS.

English Instructor

[University of Connecticut](#), Storrs, CT

8/85 » 8/87

- Taught composition and literature during the course of my doctoral studies.

English Instructor

[University of Maryland](#), College Park, MD

8/82 » 8/84

- Taught composition, literature, and creative writing while working toward my M.A.

WRITING, MANAGING, AND CONSULTING POSITIONS

Chief Technology Columnist

[German Press Agency \(dpa\)](#), Washington, D.C.

8/94 » Present

- Write weekly technology features for dpa's English service.
- Initiated dpa's computer technology reporting service, which now ranks as one of the most popular features of this international news wire's English-language offering. My articles regularly appear in many newspapers around the world (google "by Jay Dougherty, dpa" or "por Jay Dougherty"). Articles are regularly translated into Spanish and other languages.
- Initiated the "computer helper" series of question-and-answer articles, which have become a weekly staple in dozens of newspapers around the world.
- Oversee translation of technology articles from German to English.
- The German Press Agency dpa is the world's fourth-largest international news wire service.

Senior Instructional Designer

[Fannie Mae](#), Washington, D.C.

3/08 » Present

- Design and develop a range of online training materials (performance support) and classroom materials for some of Fannie Mae's major desktop applications for lenders.
- Received "hot performer" award after seven months at the company.

- Act as an advisor to the department on technology matters, including structured documentation and Internet technologies.
- Tools used: Adobe Captivate, Adobe Audition, Articulate, Word, PowerPoint, among others.

Documentation Manager / Senior Technical Writer

[Software AG](#), Reston, VA

2/01 » 2/08

- Managed a team of four to seven senior technical writers for the U.S. research and development wing of Software AG, Inc.
- Responsible for staffing, evaluation of employees, scheduling, and other managerial tasks.
- Trained employees in use of XML, documentation procedures, and software.
- Documents written and edited included installation guides, system architecture, product overviews, and release notes.
- Primary tools used: FrameMaker, XMetaL (XML).

Documentation Team Leader / Senior Technical Writer

[UUNET](#), Ashburn, VA

5/99 » 2/01

- Managed a team of six to nine senior technical writers, editors, and training specialists for large-scale documentation, HTML, online help, and training projects.
- Trained employees in use of HTML, documentation procedures, and software.
- Worked with management on staffing needs.
- Developed user, administrator, and systems documentation for various UUNET products, including UUDirect Reporting System, UUsecure Reporting System, VPN SLA, NTP, NetCool, ForeData, NavisCore, CascadeView, and UUcast.
- Worked with developers and managers in implementing style guides and standards.
- Tools and technologies used included HTML, MS Word, Dreamweaver, FrameMaker, Visio, Adobe PhotoShop, PaintShop Pro, PageMill, and FrontPage.

Technical Writer and Trainer / Program Support Manager

[Convergys Corporation](#), Reston, VA

7/97 » 4/99

- Formerly Cincinnati Bell Information Systems (CBIS).
- Designed curricula and courseware for proprietary and off-the-shelf software.
- Developed and wrote training materials for end users and developers.
- Chief designer and writer of book-length user guides for CBIS's Summit customer care and billing software.
- Documented in-house processes and standards for software developers.
- Promoted to program support manager position; responsibilities included assisting clients in understanding and working with custom database software.

Technical Trainer and Editorial Consultant

Tamaroff Associates (now Productivity Point), Washington, D.C.

3/97 » 7/97

- Taught classes in Word 97, Windows 95, and Microsoft FrontPage.
- Training ability rated as "very good" and "polished."
- Edited and updated Microsoft Word 97 training manuals.
- Designed and wrote sections for new features in Word 97 training manuals.

Senior Editor and Technology Consultant

Alpha-Omega Services, Inc., Arlington, VA

6/93 » 8/97

- Managed editorial and desktop publishing teams during production of large-scale documents for the World Bank, Alpha-Omega's largest client.
- Desktop published documents using PageMaker, Ventura Publisher, and Quark XPress.
- Consulted with clients to determine their needs and priorities in both document production and technology.
- Coordinated work between writers and editors.
- Oversaw the company's computer-related purchasing decisions.
- Created and implemented company Web sites.
- Managed and coordinated freelance editors.
- Trained company employees in the use of various software packages, including word processors, spreadsheets, and databases.
- Documentation edited and desktop published included software manuals, country studies, annual reports, technical documents, procurement guidelines, and multi-volume books.
- Established a successful marketing campaign, which included creating and maintaining marketing materials such as promotional brochures and newsletters.

PUBLICATIONS AND PUBLISHING INITIATIVES

[Click here for samples](#). Summary: Academic articles, over a thousand newspaper articles (mostly on technology), book reviews, interviews, creative writing.

ONLINE INITIATIVES

- Created [PhotoCamel](#) (2005), now one of the Internet's most popular sites for professional and enthusiast photographers.
- Created [PoetryCircle](#) (2005), currently the Internet's premier online community for experienced poets.
- Created [TechTodayOnline](#) (2005), which is largely unmaintained.

CONTINUING EDUCATION

- Educational Assessment, 2004
- Program Management, 2007
- Teaching Methods, 2008
- Securitization, 2008
- Mortgage Banking, 2008

- Adolescent Psychology, 2009
- Innovations in e-Learning, 2009
- Investor Reporting, 2009
- Adobe Flash CS4, 2009

AWARDS

- Fulbright Fellowship to Germany, 1987
- Phi Beta Kappa, 1982
- Phi Kappa Phi (National Honor Society), 1982
- Various other awards: graduated *cum laude* (B.A), with honors in English, 1982; Writer's Fellowship Monetary Award, University of Connecticut, 1986; teaching assistantship awards, Universities of Maryland and Connecticut, 1982-87; multiple Dean's List appearances.

LANGUAGES

English (expert), German (fluent), French (rudimentary).

REFERENCES

Click [here](#) for student evaluations. Confidential references from former supervisors are on file at the University of Maryland.