

## **Jay Dougherty**

Bethesda, MD

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### **OVERVIEW**

Documentation or Training Manager / Instructional Designer / Technical Writer and Editor / Technology Journalist

### **REQUIREMENTS**

Please inquire for salary requirements.

Geographic preferences: Western Europe: Germany, Austria, Switzerland; east coast of U.S.: Washington, D.C., Northern Virginia, Bethesda, Rockville.

Part- or full-time acceptable.

### **HIGHLIGHTS**

- Outstanding record as a tech writer, manager, team leader, instructional designer, and trainer.
- Managed teams of from five to ten senior technical writers, editors, and training specialists for documentation, HTML, online help, and training projects for major companies in the Internet and telecommunications industries.
- Significant background in English teaching at the university and high school levels in both the United States and Germany.
- Featured technology columnist in newspapers around the world. Have authored over 1,000 articles on technology for consumers.
- Taught popular computer applications to business professionals.
- Facile with myriad applications and operating systems, including Windows, Mac, Linux/Unix, Word, WordPerfect, PowerPoint, FrameMaker, RoboHelp, Visio, PageMaker, Ventura, Quark XPress, Photoshop, CorelDRAW, Illustrator, Articulate, Captivate, Audition, MS Access, Excel, Dreamweaver.
- Good knowledge of HTML and Web site design, XML.
- Outstanding communications, leadership, and management skills.

### **TECHNOLOGY AND WRITING**

#### **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 training department on technology matters, including structured documentation and Internet technologies.
- Tools used: RoboHelp, 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.

## **UNIVERSITY AND HIGH SCHOOL TEACHING**

### **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.

**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.

**EDUCATION**

A.B.D., 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.

#### **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

#### **ACADEMIC 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.

#### **PUBLICATIONS**

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

#### **LANGUAGES**

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

## REFERENCES

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Available upon request.

## KEYWORDS

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Documentation Team Leader, Manager, Technical Documentation, Technical Writer, Instructional Designer, Technical Editor, Training, Technical Trainer, Program Support, Director, Manager, Software Tester, Public Relations, International Public Relations, PR, Team Leader, Journalist, Journalism, Training and Documentation Manager, Desktop Publishing, RoboHELP, Online Help, Word, FrameMaker, Rational ClearCase, ClearQuest, Visio, PageMaker, Excel, PowerPoint, Microsoft Office, Windows, Telecommunications, Internet, Language Instructor, HTML, XML