

CATHY WELCH-ECKEY

2095 Roberts Place
Escondido, CA 92029

Telephone: 760-747-5683
Email: cwelcheckey@yahoo.com

DOCUMENTATION PROFESSIONAL

Combining commercial and DoD experience, technical knowledge and writing proficiency to produce superior results

Results-driven senior professional with fifteen-plus years' experience in documentation editing and development. Strategic thinker with strong focus on achieving objectives. Natural leader bringing positive circle of influence to team members, senior management and customers. Experience and education combined with initiative and creativity produce a quality deliverable.

Core Competencies

Technical Writing	Technical Editing	Process and Procedure Documentation
Design Specifications	Plans and Procedures	Standard Operating Procedures
Requirements Analysis and Traceability Reporting	Requirements Documents	Document Review Process
Independent Verification and Validation	Test Script Development	Operational and Performance Testing
Proposal Development	Proposal Modifications	Cross-Functional Team Building

Computer Technology: Windows, Microsoft Office Suite

Credentials & Certifications

MS, U. S. International University
BA in Political Science, University of Missouri at Columbia
Certificate in Total Quality Management, San Diego State University
Certification, Computer Systems, US Air Force
Top Secret/Secret Clearance (SBI, inactive)

Key Skills and Abilities

Technical Writing and Editing: Significant expertise in requirements analysis and technical writing; able to interpret complex language and terminology for easy comprehension. Proven editing skills and experience identifying required information for users in the field. Received several awards for participation on proposal teams and development of concise, correct and complete writing.

Testing: Developed test scripts for a US Navy submarine communication system, and conducted tests at Land-Based Evaluation Facility (LBEF). Edited and modified validation Performance and Operations (PQ and OQ) test scripts, and conducted dry-run testing using these test scripts.

Business Operations: Deep understanding of internal business operations, company policies and procedures, program development and team leadership. Considerable exposure to storage technology, pharmaceutical industry, and Defense Systems and technology.

Leadership: As a Naval Officer and Team Lead, demonstrated success in providing clear direction to technical teams and associated staff. Emphasized process improvement and appropriate, continuous training.

CAREER CHRONOLOGY**CONTRACT TECHNICAL WRITER, *Decision Sciences Corporation*, San Diego, CA (2008)**

- **Technical Writing:** Work with engineers and scientists to develop draft System/Software Description Document. Participate as a member of the Proposal and Business Development Team, creating Broad Agency Announcement (BAAs) responses and proposals for work at national laboratories and other Government entities.

CONTRACT TECHNICAL WRITER, *Favrille Inc.*, San Diego, CA (2006, 2007)

- **Technical Writing:** Worked with engineers and scientists to extract information and incorporate into new SOPs. Modified current Standard Operating Procedures (SOPs) where necessary to be consistent with new systems and associated documentation. Documentation was in compliance with Sarbanes-Oxley and FDA requirements.
- **Qualification and Performance Testing:** Edited and modified validation Performance and Operations (PQ and OQ) test scripts for Insite Camstar Manufacturing Execution System (MES). Clinical trials were conducted in a validation environment, observing good clinical practice (GCP), during which Favrrille was progressing to FDA Phase 3. Conducted dry-run testing using these test scripts.

CONTRACT TECHNICAL WRITER, *QUALCOMM*, San Diego, CA (2006 to 2007)

- Edited and updated user-level documentation design and functional specifications for product and contract hardware and software deliverables. Documents included online hypertext help files and diagrams made using various tools. Provided editorial, formatting, and proofreading assistance for producing company internal and external documents, for example: marketing, training, planning, and proposal deliverables.

CONTRACT TECHNICAL WRITER, *L3 Inc.*, San Diego, CA (2006)

- Edited and updated the VideoScout User Guide for the ruggedized laptop's Insyte software. This software is used in conjunction with Unmanned Aerial Vehicle (UAV) operations. Documented all user interface functionalities and operational requirements, including use of integrated geo-locational software. Gathered data from system and software engineers, validated requirements, reviewed the existing manual for correctness and completeness, and participated in document review with design engineers.

CONTRACT TECHNICAL WRITER, *AT&T*, San Diego, CA (2006)

- Designed plans, procedures and process documentation for an AT&T installation contract with the County of San Diego (CoSD). Responsibilities included research and analysis of existing requirements documentation, gathering and integrating new requirements for transition documentation, and creating transformation phase processes and procedures. Documentation consisted of operational policies and procedures for Remote Access Services, plans for monitoring and managing access to the County Intranet, policies and procedures for new site installation, and impact analysis and associated plans. Additional responsibilities included QA of all Technical Writing Team output, and development and maintenance of a Style Guide and QA Checklist.

SENIOR TECHNICAL WRITER, *Hitachi Data Systems*, San Diego, CA (2000 to 2006)

- Interfaced with Japanese and American engineers and end users; translated complex data into user-friendly manuals and processes through precise, articulate writing. Developed and updated user and configuration requirements guides for Hitachi TagmaStore Universal Storage Platform, Lightning 9900V and Thunder 9500V Series storage subsystems. Coordinated input from systems and software engineers to update User Guides and Open Systems Platform Configuration Guides for use with new and modifies storage systems. Edited and updated documentation for software and hardware including Dynamic Link Manager software, multi-platform backup and restore software, and other open systems software products. These documents included all requirements for use and configuration of various hardware devices, and integration of software packages associated with the Hitachi storage systems. This work involved constant communication with the engineers and the project managers in Japan, to ensure that the manuals produced at HDS San Diego were correct and complete.

QUALITY ASSURANCE AND PROCESS SPECIALIST:

Veridian Engineering, San Diego, CA (1997 to 2000)

- Developed guidelines and processes for the Veridian SEPG's Software Process Implementation Guide. Developed course materials for the Veridian Software Improvement initiative's Training Program. This included training modules in Software Project Management, the SEI's Software Development Lifecycle CMM/CMMI Key Process Areas, and emerging software standards such as IEE/EIA 12207.

PRC Inc., San Diego, CA (1990 to 1997)

- Wrote test procedures for testing the Trident submarine Integrated Radio Room communication software. Performed testing at land-based evaluation facility. Gathered test results for compilation into a Test Results Report after each test evolution was completed.
- As a member of the San Diego State University's Software Engineering Forum (SEF), developed software process improvement course outlines and lesson plans for courses to be taught at the university level. Developed plans and procedures based on the SEI CMM/CMMI. Drafted a Charter for the PRC San Diego SEPG and wrote the Software Process Improvement Plan for the San Diego office.

SENIOR COMPUTER ANALYST and QUALITY ASSURANCE SPECIALIST:

Logicon Inc., San Diego, CA (1985 to 1989)

- Conducted traceability analysis of Requirements Specifications and Design Specifications for the Jet Propulsion Laboratory (JPL) at Cal Poly Pasadena. Project Lead for an Ada language study for a Joint Services client's Military Standard (MIL-STD-1815A) development project. Conducted verification and validation of specification documents, tracing requirements back to higher-level design documents.
- Assisted as Team Member in developing the DOD-STD-2168, Software Quality Assurance, and DOD-STD-2167A, Software Development Lifecycle Military Standards. Gathered input from military and commercial clients, and drafted resulting reports.
- Developed requirements for training manuals and handbooks for use by computer system managers.

U.S. Navy, Ensign - Lieutenant, (1977 to 1985)

- Operations Watch Officer, Argentia, Newfoundland, Canada (TS/SBI)
- Computer Systems Project Officer, FCDSSA San Diego and NARDAC San Diego.