

Michael J Smith

814 MOSBY HOLLOW DR · HERNDON, VA 20170 · (301) 752-9863 · mikejsmith32@gmail.com ·
www.mikejsmith.net

PROFESSIONAL PROFILE

Accomplished Technical Writer with a proven ability to build successful relationships with developers, engineers, and managers to synthesize complex technical information into high quality, user-friendly content for government and private sector clients. Consistent top performer who exceeds expectations while meeting tight deadlines.

- **Technical Acumen** – Proficient producer of digital content, including manuals and drawings, websites, and graphic elements. Expert in Microsoft Office suite; polished HTML and CSS coder. Understand software development, information systems, programming languages and network technologies.
- **Collaboration** – Skilled communicator who solicits relevant information and develops productive relationships with clients, colleagues and management executives to achieve company goals. Excellent presentation and public speaking skills. Able to clearly articulate ideas verbally and write concisely.
- **Reliability** – Dependable employee who calmly prioritizes work under intense deadline pressure, multitasks, and manages several concurrent projects with limited supervision. Loyal and trustworthy team member who approaches every situation with professionalism, and advances team goals and objectives.
- **Versatility** – Comfortable planning and executing production strategies in rapidly changing environments. Decisive worker who adapts to and embraces change. Proactive self-starter who can productively function as team lead or a subordinate. Unique skill set combining writing, content production, and technical aptitude.

PROFESSIONAL EXPERIENCE

COMPUTER SCIENCES CORPORATION - Chantilly, VA

01/2009 – Present

Technical Writer Leader

Document proprietary telecommunications network management software solution. Engage software developers, database administrators, and project managers to maintain and update manuals after each release, ensuring that new features are accurately and clearly explained. Troubleshoot and correct software coding issues. Test software applications and report bugs to development team using an enterprise Wiki.

- Fixed major errors in 84 SQL scripts that form the backbone of proprietary application's reports.
- Overhauled manuals to present information in an easy-to-navigate format.

AMERICAN SOCIETY OF NEWS EDITORS - Reston, VA

11/2010 – 04/2012

Consultant

Directed the digital and social media strategy of ASNE's Sunshine Week Initiative. Conceptualized multimedia content for ASNE's annual convention, Sunshine Week Initiative and Local Heroes awards programs. Recruited journalists to serve as state and regional coordinators for Sunshine Week. Wrote news articles and blog postings for website dissemination. Performed light IT help desk support.

- Spearheaded the redesign of SunshineWeek.org, increasing aesthetics and functionality of website.
- Increased Sunshine Week's Twitter followers and Facebook fans by 240% and 46%, respectively.

CUSTOM BRIEFINGS (former affiliate of US News) - Reston, VA

01/2007 – 12/2008

Managing Editor - 10/2007 – 12/2008

Assistant Managing Editor - 05/2007 – 10/2007

Online Editor - 01/2007 – 05/2007

Led a production team of 17 to produce 34 nightly news briefings for professional and government customers. Took products from concept to completion, working closely with clients to align finished product with initial vision. Refined a process that doubled and in select cases tripled editorial output. Overhauled several editing processes to reduce inefficiencies.

- Guided "on spec" production that resulted in a 1,600% increase in business.
- Steered editorial team through a tough ownership transition that subjected the team to significant changes in job requirements that negatively impacted employee morale.

WASHINGTON POST NEWSWEEK INTERACTIVE - Arlington, VA 10/2005 – 01/2007

Night News Desk Producer

Oversaw the efficient operation of WashingtonPost.com during the overnight hours, choosing, producing, and posting content. Trained new producers in WP.com procedures. Performed beta and load testing on a new, web-based content management system. Coordinated with IT team during software updates and rollouts, reporting functionality and stability issues.

- Clarified and expanded procedural information located on internal company wiki to ensure that complex tasks could be completed correctly in the event of an employee absence.
- Opened a dialog with management to improve morale and reduce employee turnover.

KIPLINGER WASHINGTON EDITORS - Washington, DC 10/2001 – 10/2005

Research Reporter - 07/2003 – 10/2005

Editorial Assistant - 10/2001 – 07/2003

Verified factual information for stories and newsletters. Wrote and distributed press releases and radio scripts for Kiplinger's Personal Finance magazine. Maintained economic data tables on Kiplinger Forecasting Group website. Assisted with HTML coding during redesign of KBFG website. Designed graphics and maps for use in Kiplinger online and print publications.

- Conceptualized and implemented a system to create weekly website usages statistics reports for management executives that detailed website metrics in an easy-to-understand format.
- Streamlined the process for publishing newsletters and trained new reporters on the procedure.

MILITARY LIVING PUBLICATIONS - Falls Church, VA 05/2001 – 09/2001

Editorial Assistant

Conducted interviews to gather information on military campgrounds, golf courses, and marinas for publication in an annual outdoor recreational guidebook. Coordinated promotional correspondence and mailings to hundreds of military recreational facilities throughout the world. Arranged guidebook distribution to all installations included in the book.

- Doubled the amount of information on national and international military recreational facilities listed in outdoor guidebook.
- Discovered and corrected several inaccuracies in publication that, if left in, would have hurt company's credibility and reputation.

EDUCATION

Associates of Applied Science, Information Systems Expected May 2013

Northern Virginia Community College, Sterling, VA

- Network Administration Certificate
- Web Design & Development Certificate

Completed October 2012

Expected May 2013

Bachelor of Arts, Journalism

Pennsylvania State University, State College, PA 2001

HONORS

- Phi Theta Kappa Honor Society
- Dean's List every semester at Northern Virginia Community College; 4.0 GPA

TECHNICAL SKILLS

- **Applications:** Adobe Creative Suite, content management systems, Microsoft Office suite and Visio, and Wordpress.
- **Concepts:** Cloud Computing, Information Systems, Network Administration and Security, Software Development, Virtualization, and Web Accessibility (Section 508), Design, and Development.
- **Languages:** CSS, HTML, Perl, PHP, MySQL, UNIX scripts, and XML/XHTML.
- **Operating Systems:** Proficient with UNIX, Windows 7, Vista, and XP. Familiar with Windows Server 2008, MAC OS.