

DONNA JACQUELEN JADIS
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SUMMARY

Technical writer with wide range of experience writing hardware and software documentation. Experienced in developing content for web sites and self-help support sites, and with creating and maintaining web-based training and help.

Special expertise in information security, risk/threat management; project management, customer support, and procurement.

Adobe Creative Suite 5, FrameMaker 9, HTML, JavaScript, CSS, Joomla CMS

EXPERIENCE

Experience Unlimited, Contra Costa Chapter

2010

President & member of IT Committee

Created streamlined documentation for EU website users and admins, updated Business Operations procedures, and web architecture documentation. As President, leads Board and weekly general meetings, provides leadership, encouragement and support to all EU members.

AT&T

1997-2010

Senior Technology Security Manager – Lead, Threat Management Team

- Wrote threat management policy and procedure documents, support and training manuals for web-based threat management system.
- Created threat management web site designed for user support and document availability.
- Led merger integration teams for newly acquired companies, writing and delivering presentations and training for new threat management systems users.
- Led team that reviewed and issued threat alerts. Led project team for continual site improvements and revisions.
- Supported site users and managed emergency fixes/updates.

Senior Business Security Manager – Security Policy Team (Technical Writer)

- Rewrote central security policy for SBC (before becoming AT&T) to alleviate problems found in an audit: removed outdated sections, reorganized and streamlined information, reformatted entire document and converted all policy documents to PDF.
- Created guideline and procedure documents for specific technology areas to be referenced by the main policy, streamlining the reader's experience and ability to find what they needed.
- As webmaster for the CIS web site, created a structure for document storage. Created web-based training and data classification tools for users to classify information to SBC standards.
- Led team soliciting bids for and selecting an online policy management tool and worked on the update to ISO17799 standards.

Senior Communications Specialist

On-site and telephone customer support. Wrote "cheat sheets" for users on software, hardware and procedures. Developed and led deployment plans for large-scale hardware installations. Led support for critical SNET Publishing art department in a dual Mac/PC environment with Adobe suite products on both platforms.

VA Connecticut Healthcare System**1989-1997****Microcomputer Specialist – GS12**

- Technical Writer: Wrote training documentation on computer hardware and software basics – geared towards employees who were using desktop computers in their work environment for the first time. Trained employees on computer basics in classroom setting and provided ongoing support to new users.
- Technical Writer: Wrote short user guides on equipment (high end color printers, slide printers and scanners) used in the Microcomputer Center.
- VA Security Officer: Wrote an information security policy for the medical center.
- Developed and executed procurement plan for the VA New England (10 medical centers in 6 states) acquisition of standardized hardware and software.
- Customer support, procurement, break/fix, network integration, system configuration and deployment, contract negotiation, and inventory management.

EDUCATION

2010 - Technical Writing Certificate – California State University-Dominguez Hills
 SQL & JavaScript Basics
 Fundamentals of Information Security, Developing and Writing Information Security Policies
 Intermediate and Advanced MUMPS (M) Programming
 Business COBOL Programming
 Hofstra University – Liberal Arts, Theater (degree not completed)

KEY CONTRIBUTIONS

- Led the team of SBC and AT&T stakeholders following merger to select and implement a unified Threat Management solution for the new AT&T. Trained “legacy” employees to use new system, scheduled automatic registration of legacy users into new system and supported all through transition.
- Created Data Classification Web site – support and training tool for SBC internal clients to use in determining sensitivity level for corporate information.
- Converted SNET Publishing from reliance on aging Macintosh PCs to a mixed Mac/PC platform with state of the art computers and software for the special projects artists.
- Created the Microcomputer Center for the West Haven VA Medical Center
- Designed and implemented network training facility for VA Connecticut, creating a classroom network with workstations, LCD projector, and printers for training new network users. Provided switched connection to live VA systems for terminal emulation training from within the class environment.
- Selected products, models and vendors; negotiated the purchase of 1,000 desktop, 100+ notebook computers, including software licenses and maintenance contracts for the VA New England Healthcare Network.
- Served on VA New England Healthcare Network’s Information Management Committee.
- Editor, Mensa International Journal
- Chair - American Mensa annual Publications Recognition Program
- Chair - Annual Gathering of American & Canadian Mensa

WEBSITES

<http://www.donnajadis.com>
<http://www.artisansatmooseworks.com>
<http://www.linkedin.com/in/donnajadis>