



Sogeti USA Consultant Profile

Kendall Johns

- ❖ Skilled communication professional (Technical writing and business analysis) in Agile/Iterative/Waterfall software development environments.
- ❖ Artful application of single-source methodology to reduce information fragmentation.
- ❖ Webmaster Certification – Design & Media
- ❖ Master of OLE Microsoft Single Source Technology & Adobe Publishing tools
- ❖ Versatile Industry experience in Analytical Instruments, Medical, Remote Monitoring & Corrosion Control, Software/Hardware, State Governments (HHHS, Child Nutrition, Texas Medical Health Partnership Vendor Drug Program, Texas Medical Foundation, Military), Traffic Control Systems, Toll Collection Services, Utility Billing

Education

B.S. Interdisciplinary Studies (Business Management, Professional Writing, & Humanities). Ellis University. Chicago Illinois. Magna Cum Laude.

Master of Science, Management. Ellis University.

Skills

- Extensive experience in the arts and science of technical communication
- Extensive experience creating user/system documentation for **system administrators, developers**, end users, and targeted audiences
- Skilled and versed in the art and science of **business analyst requirement analysis** and building business relationships
- Accomplished **technical publication project manager** for a team of award winning publishers (i.e., technical writers/editors/illustrators) and nationally recognized in the “International Who’s Who of Professional Management”
- Certified **webmaster** with special emphasis on website management, design, and multimedia; webfolio available at www.webpubs.us

Sogeti USA – Austin

7000 North Mopac
Expressway, Suite
2114
Austin, TX 78731
www.us.sogeti.com

Certifications and Training

- **2005. ACC Web Master Certification Design and Media.** 240 hours. Advanced course work and certifications in Dreamweaver dynamic web applications, Flash rich media design and application design, Adobe Illustrator and Fireworks.

Professional Affiliations

- 1998 – 2008 ISO Quality Auditor
- 1995-2006. [STC Competitions Judge](#).
- 1994 – 2006. Society for Technical Communication (STC), [STCaustin.org Newsletter Blog](#).

Awards

- 2001 – 2002. [International Who's Who of Professional Management](#). Inducted into the 6th Edition, Who's Who Historical Society. ISBN 0-9713303-2-8.
- 1999-2003. Four **award-winning publications (Analytical Instruments GC/MS)**

Publications

- 2005 – 2007. Web publisher, Speaker, & Contributing Editor/Columnist. **Austin Adobe User Group**.

Professional Experience

Sogeti – Dec 2010 - Present

Senior Consultant

- Contributing member in an aggressive Agile SDLC development environment for six projects
- PMO – created templates for Burndown, Specifications, and Sprints
- Project Expediter- monitored & measured Action Items as a SharePoint web part
- Edited XML MicroContent in DIT, SIT, PERF, and WIP CMS systems
- Assisted in creating the new DELL Product Catalog
- Edited APP/UI specifications for Enterprise Architects, Software Developers
- Extensive experience in **Team Foundation Server**-TFS (2003 and 2010) queries, editing User Stories, Test Cases, and resolving Defect concerns in an AGILE/SCRUM APP/UI development environment
- Extensive experience in quantitative and qualitative analysis in mapping Requirements, User Stories, Tasks, Test Cases, and Defects
- Created **Visio diagrams** of the current APP/UI framework with dynamic Website links
- Created **Wiki online topics** to capture information coming from India and the DELL community in an Agile SDLC development environment.
- Analyzed quantitative and qualitative Sprints in an Agile Scrum/XP development environment for an APP/UI framework based on SCRUM standup calls
- Maintained and managed business requirements for the governance committee
- Analyzed and drove the Action Items across the project
- Created and published Trend Analysis charts for Program Managers
- Maintained the Organizational Contact Sheet for immediate information
- Created and maintained Process Flow charts for business process and APP/UI interface
- Created Dynamic links to **RFP, Business Requirements**, to filter down to requirements documents (App/UI specifications, requirements, and
- Migrated legacy documents to wiki
- Scribed meetings, maintained project road map in both MS Project and PowerPoint presentations
- Created process documentation.
- Created templates and style guides
- Managed and edited eight SharePoint sites
- Maintained version control, created and administered logical and intelligent filing systems, and edited and corrected formatting mishaps

Tools: Team Foundation Server, SharePoint Administrator, Robohelp, Word, Excel, Presentation, FrameMaker, Visio, and Creative Suite for Masters (Dreamweaver, etc.) Expert with Microsoft Office Professional dynamic publishing techniques.

Industries: Dell, Planview Software, Telvent.com, Seimens.com, TMHP (Texas Medicaid Health Partners), Siemens Traffic Control, American Innovations Jan 2009 – Dec 2010

Contract Technical Writer/Business Analyst

Seimens Traffic Control, Austin. * Created user guides, installation guides, and online help for users in the traffic control industries. See ATC/TACTICS online samples at www.webpubs.us/Samples

- * Improved information architecture of existing documentation for two product lines.
- * Created reusable templates to establish consistency for future writers.
- * Provided in-depth research, cost-comparison, and recommendation for a dynamic publishing environment that meets business scalability concerns.
- * Created training for teaching SME how to use Robohelp as a power point presentation.
- * Established easier SME reviews/editing using Outlook for online help topics.

Tools: InDesign, Robohelp, Word, Excel for graphs, Paintshop, Fireworks, Dreamweaver for .asp pages, Acrobat Pro for pdfs, and Microsoft Visio for artwork, flowcharts, and stunning illustrations.

- Wrote and edited technical documentation/illustrations for user guides, release notes, user work processes, CBTs, and a Wiki online help in an Agile SDLC development environment.
- Analyzed quantitative and qualitative Sprints in an Agile Scrum/XP development environment for an APP/UI framework based on SCRUM standup calls
- Maintained and managed business requirements for the governance committee
- Analyzed and drove Action Items across the program
- Maintained the Organizational Contact Sheet for immediate information
- Created and maintained Process Flow charts for business process and APP/UI interface
- Created Dynamic links to RFP, Business Requirements, to filter down to requirements documents (App/UI specifications, requirements, and
- Created Wiki style sheets, monitored wiki activity, provided wiki system maintenance, and set up user permissions and notifications
- Business Analyst: Requirement relationships to User Stories, Tasks, and Test Cases.
- Business Analyst: Scribed meetings, edited functional designs, wrote business letters, and getting started instructions Researched and created process documentation.
- Created templates and style guides.
- Managed and edited two SharePoint sites for two different clients concurrently.
- Maintained version control, created and administered logical and intelligent filing systems, and edited and corrected formatting mishaps.

Tools: SharePoint Administrator, Robohelp, Word, Excel, Presentation, FrameMaker, Visio, and Creative Suite for Masters (Dreamweaver, etc.) Expert with Microsoft Office Professional dynamic publishing techniques.

Thermo Fisher Scientific 1997 – 2008

Technical Publications Manager

- Project Manager for globalization publications across Austin, England, and Italy.
- Achieved four STC awards of excellence for software and hardware user manuals and online helps.
- Provided exceptional writing, editing, and design standards for each publication. Audience were users of analytical instruments (gas chromatograph and mass spectrometer hardware and software) in the chemical science industry. Note: These are forensic instruments used by the TV series CSI.
- Developed Style Guides, P&Ps (policies and procedures), and trained in project planning using MS Project/Excel.
- Accomplished management in the publication project development cycle and to ensure quality factors in reusability and scalability.
- Hired and supervised eight writers, editors, and illustrators.
- Created technical publication policies and procedures and publication style guides using AuthorIt ver 3 – 5, FrameMaker, Adobe Creative Suite, InDesign, Visio, and Dreamweaver.

Additional Technical Support and Technical Writing HW/SW technical writing assignments 1990-1997

Clients: Academic Computing Systems, Texas Medical Foundation, Texas Health WIC, Intermedics Orthopedic, UPS, UNISYS, State of Oklahoma Child Nutrition Program, National Instruments, DELL, Arrowsmith Technologies, and Arrhythmia Research Technology.

Military

Texas Army National Guard 1987-1990

Active Duty Counter-intelligence Systems Analyst and administrative support. Desktop application support in all word processors, spreadsheets, databases, flowcharts, and graphics. **Assisted with preparing and refining material for speeches, correspondence, formal ceremonies and public presentations.** Honorable Discharge.