

**Diana M. Ost**

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**BACKGROUND**

Experience includes business analysis and technical communication in information technology, primarily in software development using formal software development lifecycle methodology. Proficient with business systems and process analysis to discover interrupts; provide gap analysis. Facilitate user and software requirements sessions and diagram findings. Technical communicator and editor who can write full-service project documentation, including requirements, design documents, use cases, and test scripts. Effective software tester and team leader. Conscientious contributor and enthusiastic team player. Two decades experience as an information technology professional.

**SKILLS OVERVIEW**

- o Technical writing, editing, project management, and full-suite documentation development
- o Rational Unified Process (RUP) for software development
- o Requirements analysis discovery and development by interacting with clients and stakeholders
- o Use case development using RUP methodology and tools; write requirements; use case tools (Rational Rose)
- o Software testing and script development, both manually and with automated tools
- o Read 4<sup>th</sup> generation code; comfortable with scripting languages, HTML, XML

**TECHNICAL EXPERIENCE AND EXPERTISE****Methodologies**

- o Project management based on Software Development Lifecycle (SDLC) methodology
- o Rational Unified Process (RUP) methodology with Rational Tools
- o Software Engineering Institute Capability Maturity Management (CMM)
- o Unified Modeling Language (UML)
- o HIPPA-compliant processes; Documentation compliance with FDA CFR Part 11
- o Rapid Application Development methodology and Reengineering theory

**Training & Certifications**

- o Rational Unified Process (RUP)
- o Capability Maturity Management (CMM)
- o Business Process Analysis; Meeting Facilitation
- o Project Management and Estimating (Cap Gemini)
- o Testing for the 21<sup>st</sup> Century
- o Team Leadership and Conflict Management
- o Joint Application Development (JAD) Session Facilitation

**Software**

- o Rational Enterprise Suite (RequisitePro, Rational Rose, ClearQuest, Rational Robot, Test Manager)
- o Microsoft Office XP (Word, Excel, Outlook, Access, PowerPoint, FrontPage, Project), VISIO
- o Windows 2000 and XP (Administrator); Sun Solaris UNIX
- o Microsoft Visual SourceSafe (configuration management)
- o Telelogic DOORS Requirements Management Tool
- o SAP, Lotus Notes, Microsoft Access, Oracle
- o RoboHelp, WebHelp, RoboHTML, Dreamweaver

**Education**

- o AA, Fine Arts, Brookhaven College, Dallas, Texas. Minor: English. Honor Roll, Dean's List.
- o University of Texas, Arlington, School of Engineering, Engineering Drawing I and II.
- o University of Texas at Dallas, Junior-level credit accrued. 3.87 GPA overall.

**Professional Membership**

Society for Technical Communication

**PROFESSIONAL HIGHLIGHTS****Confidential, Tampa, FL**

Sr. Technical writer for financial services company. Write software documentation, policies, procedures, release notes and other materials. Created knowledge management system for documentation with WebHelp (RoboHelp). Manage documentation process and projects. 4/2006 - Present

**PRICEWATERHOUSECOOPERS, TAMPA, FL**

Project Manager, Sr. Business Analyst, US IT - Defined and wrote requirements for knowledge management project. Created use cases, test plans, test cases, and tested software; logged and managed bug reports. 11/3/2005 - 3/15/2006.

Sr. Business Analyst, Global IT, Online Services (Communications). Wrote newsletters, technical advisories, Web guides, corporate communications, software, and project requirements. Managed small projects, interfaced between global clients and technical teams. 12/31/2004 - 11/2/2005

Sr. Technical Writer, Finance (Contract). Documented SAP R3 Reports with Microsoft Word, Adobe Acrobat, Dreamweaver, and RoboHelp. Combined Dreamweaver and RoboHelp files to create seamless documentation solution. 6/2004 - 12/30/2004

**EDS INC.**

Sr. Business Analyst/Functional Analyst—Used Rational tools to develop, iterate, and document requirements with use cases for government agency medical software project based on J2EE technology, HL7 messaging, and Oracle, for browser-based Web-enabled software project. Integrated Rational Unified Methodology with use case development. 1/2003 to 6/2004

**INTELLECT STAFFING (CONSULTING)**

SQA Test/Documentation—Used Word XP, FrameMaker 5.5, and RoboHelp to create software and project documentation for DMI Inc. for XML web-based software (similar to Documentum) with dot-Net architecture for FDA-regulated software. Tested software, recorded defects in Visual Intercept; created documentation. 7/2002 to 9/2002.

**KFORCE (CONSULTING)**

Business Analyst II—QA inspector in UAT, Chase Manhattan Mortgage. Tested Zippy Mortgage software, matched results to requirements and reported errors. Wrote test scripts. (March - May, 2001). Next assignment: SQA Analyst II, Baxter HealthCare. Used UML and SDLC methodology. Wrote requirements. Tested HIPPA-compliant FDA-regulated software, developed online help with RoboHelp, wrote use cases, and project plans. HIPPA and FDA CFR Part 11 requirements applied to project. 6/2001 to 7/2002

**GTE TSI (VERIZON)**

Documentation Specialist—Senior. Member of development team for skills assessment web site; provided business analysis and HTML coding skills. Used RoboHelp, Word, FrontPage, FrameMaker to create documentation, web sites, project documentation and more. Webmaster for department intranet site with 28 product sub webs. On Authentication (for wireless), and Crossroads (extranet product access) product team. Developed requirements and designed web-based software. 11/1998 to 3/2001

**CPS SYSTEMS, INC.**

Documentation Specialist—Produced marketing materials, graphics, software product documentation and training materials for property tax applications. Used Visual Basic 5.0, RoboHelp and Microsoft Word. 6/1998 to 11/1998

**KFORCE**

Documentation Specialist/Business Analyst—At Franklin Templeton Mutual Funds, provided business analysis and technical documentation for the Treasury Project Management Office implementation team. Mapped business processes to software requirements, documented and wrote business procedure and policies; developed training materials. Facilitated JAD sessions for all departments to gather requirements for new software. Wrote recommendations for requirements. Developed and maintained department intranet site. 7/1997 to 6/1998

**CAP GEMINI AMERICA**

Sr. Consultant/Group Leader. Provided business analysis, technical communications, software design analysis, business process reengineering, and project management services for clients; managed a group of six consultants. Consulted in biotech, telecommunications, banking, mortgage, and financial services, among others. Used case tools and CGA project management methodology. 10/1994 to 7/1997

**Related Technical Communicator Experience****University of S. Florida, Div. of Lifetime Learning, Tampa, FL USA**  
**Instructor, Technical Writing Certificate Program**

Instructor, Division of Lifetime Learning, Technical Writing Certificate (evening) program. As one of the founding members, developed curriculum and processes for this successful technical writing program. Taught adult learners and graded portfolios; developed classroom materials. 1/2001- 4/2003

**Society for Technical Communication, Tampa, FL USA**

Judge, Technical Publications Competition 2002-2003 and 2003-2004 Competitions

Reviewed, assessed, and made recommendations about competition entries for technical, online, and marketing publications. As team leader, assisted consensus-building and made award recommendations. 11/2002 - 12/2002 and 10/2003 - 12/2003

**Additional Editorial Experience****MOBIL Oil & Gas**

4-94 to 7-94

As Senior Editor, edited technical and scientific materials. Created graphics, presentations, photos and slides, and technical line drawings. Provided designs for magazine articles; created and published a department newsletter.

**Motorola**

1-1992 to 4-1994

Publications specialist and editor, performed proposal management for regional proposal center. Wrote, edited and illustrated proposals (from RFPs) for telecommunications and radio systems. Produced and edited marketing materials for the region, including written materials and advertising artwork. Garnered approved RFP's for over a million dollars, with many other smaller proposals accepted (350K +).

**ARCO Oil & Gas**

1988 - 1991

Publishing manager and senior editor for research and development publishing center. Edited and produced technical papers, journal articles (such as for Geophysics and Geology magazines), instructional material, scientific publications, and network and computer documentation. Taught writing workshops for technical personnel. Sun system and network administrator.