RICK A RICE
TECHNICAL WRITER/MARKETING COMMUNICATIONS

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Technical writer, marketing communications specialist, project manager, RFx solicitation specialist (DoD), training documentation developer, technical editor, and journalist with proven ability to work effectively with multi-functional teams and all levels of management to satisfy project and productivity requirements. Track record of success in interfacing with key business units including business development, operations, sales, legal and project teams in multi-cultural global environments. Core competencies include:

♦ Writing and Editing ♦ Business Analysis ♦ System Analysis ♦ Requirements Gathering & Analysis
♦ Data Analysis ♦ Project Management ♦ Process and Procedure Documentation

PROFESSIONAL EXPERIENCE

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Rick A Rice Consulting   February 2007 - Present
Provides contract writing and editing services to high profile clients in the Information Technology, Architecture/Engineering/Construction, and academic research sectors.

Technical Writing (IT): Collaborates with project managers, subject master experts, end users, and business partners to develop detailed documentation to meet business requirements, and to meet the needs of technical and non-technical end user.

- Customized OpenStack REST API Compute and Networking user guides in MadCap Flare for Cisco System's Cisco Intercloud Service's Telstra client (large Australian data center), developing-testing-providing copy-and-paste CURL commands for Telstra client end users.
- Developed REST API documentation, including an Atlassian Confluence Wiki repository, for Cisco System's Smart Software Manager portal, providing resources for onboarding developers.
- Used Visio to develop state diagrams for the development of the Cisco Software Manager portal.
- Collaborated with Cisco Systems agile software development teams, using Rally user stories to identify deliverable requirements and develop procedural documentation (e.g., Installing EdgeJava, Installing Cisco Satellite).
- Used XMetaL and Astoria Workbench to develop a context sensitive help system for Cisco System's Cisco Software Manager portal.
- Collaborated with the system designers to develop a Detailed Design Document for the California Department of Water Resources' System Infrastructure Modernization II project (data center equipment specifications, upgrades to compute and storage capacities, daily operations best practices, procedures for server deployment and the use of VMware to monitor system health and automate patching).
- Developed a style guide for the CDWR's Critical Infrastructure Protection v5 program for bring IT security into compliance with NERC, FERC and WECC.

- Developed documentation guides and standards for the California Department of Water Resources' Division of Technology Services, including templates for all aspects of SDLC.
- Working with a Cisco Systems business unit, won a $1 million installation of Cisco Systems networking equipment through a proposal in response to a Raging Wire request for proposal.
- Developed Skype-for-Business user documentation for the CDWR in support of their transition to Office 360.
- Collaborated with a multi-functional team to develop design guidelines and specifications for a new-build Pacific Gas & Electric data center (critical infrastructure facility).
- Worked with KPMG, served as principal author of the feasibility study that led to the creation of California's landmark carbon emissions Cap & Trade Program, analyzing present and future state requirements, identifying preferred alternatives, and providing initial costing information.
- Provided technical writing for the French-to-English translation of procedure documentation for managing a Peugeot/Citroen automobile leasing program (localization).
- Provided initial analysis of the Statewide Incident Management System for the State of California's Office of Internet Security and Privacy Protection (OISPP).
- Worked with COMSYS software developers to create a help system for the CPOST Search Warrant Writing Tool.
- Wrote a Feasibility Study Report for Caltrans Operations Security Office (OSO) as they considered modernization alternatives.
- Worked with KPMG, developed a Special Project Report for the California Department of Public Health as they developed system upgrades.
- Developed requests for interest and qualifications for Caltrans Bulk Fuels Automation Program.
- Authored a Feasibility Study Report for the State of California Business, Transportation and Housing (BTH) Agency as they explored implementation of a performance monitoring system.
- Developed a Special Project Report for the Caltrans Division of Environmental Analysis (DEA) STEVE program, which automates environmental permitting processes.
- Wrote a Feasibility Study Report for the IT Solutions, IT Infrastructure, and Division of Procurement and Contracts PARIS program.
- Working with Booz Allen Hamilton, developed a proposal for IT operations of the Air Force Operational Test and Evaluation Center (AFOTEC).

ITSI, Walnut Creek, California   August 2005 - February 2007
AEC firm that provides civil engineering, environmental and other technical services to the Department of Defense and other federal and state agencies.

Proposal Writer: Worked as part of a team of staff personnel and specialized consultants to develop highly detailed and focused responses to Federal Government Request for Proposal (RFP).
- Assisted ITSI in winning more than $240 million in Federal IDIQ contracts.
- Developed marketing collateral.
- Organized teaming arrangements and interfaced with management at all levels.
- Managed an employee database.
- Contributed to a project database.

Bechtel Corporation, San Francisco, California   July 2000 - February 2005
Global program management AEC firm.

Technical Writer/Editor: Worked with a large team of writers, editors, graphic artists, and production specialist to develop proposals for mega-construction projects.
- Contributed to proposals for large infrastructure projects (highway, airports, rail), mining & metals projects, power projects, and special Department of Defense projects.
- Edited technical documentation for high security military projects (chemical de-militarization). Developed proposals for Bechtel Mining & Metals.
- Seconded to Caltrans for I-880/SR92 Final EIR/EIS.
- Major projects included: Feasibility Study Report for the $7.1 billion Ma'aden Aluminium (mining, smelting, heavy rail, port) project in Saudi Arabia; Caltrans I-880/SR 92 EIS/FEIR; DoD Chemical Demilitarization project; Seattle Monorail Extension; Doha International Airport; Portland Light Rail DBOM.

Legacy Marketing Group, Petaluma, California   June 1998 - June 2000
Annuities development financial firm.

Technical Writer/Editor: Worked with a four-person documentation team, company executive officers, and line managers and supervisors, as well as operations personnel to develop procedure manuals for Contracts and New Business sections.
- Created and implemented intranet Help systems using Word as the authoring software, and the Doc-to-Help as the compiler.

IKOS Systems, Cupertino, California   September 1997 – December 1997
Chip emulation and testing software and hardware (now part of Mentor Graphics).

Technical Writer: Worked with a small team of technical writers and software developers.
- Developed user guides, release notes, installation guides, tutorials. Interviewed technical staff to develop technical documentation.

Royston, Hanamoto, Alley & Abey, Mill Valley, California   May 1994 – May 1997
Landscape architecture, environmental and land planning firm.

Marketing Director: Developed marketing communications for a landscape planning and design firm.
- Championed and won the Stockton Weber Point recreation center project.
- Developed, executed and monitored the annual marketing plan.
- Organized multi-functional project teams.
- Wrote feature articles for trade publication.
- Wrote papers for professional conferences.
- Developed marketing collateral and press releases.

BayGroup International, San Rafael, California   May 1989 – April 1994
Corporate training firm.

Documentation Developer: Worked with subject matter experts, business developers, and trainers to develop leader guides, pre-class assessment tools, and in-class training materials for the negotiation and conflict resolution programs.

- Developed training materials used at Apple, AT&T, Hewlett-Packard and other Fortune 100 companies.

PROFESSIONAL SKILLS
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Software

MS-Office Suite, Visio, MadCap Flare, XMetaL, FrameMaker, Atlassian Confluence, RoboHelp, Doc-to-Help, InDesign, Rally, other

KNOWLEDGE AREAS (KEYWORDS)
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NERC, CIP, WECC, FERC, API Documentation (Web API, OpenStack), VMware, PuTTY PuTTYgen, State Diagrams, Web Publisher, Web Experience Manager (WEM), Federal Acquisition Regulation (FAR) solicitations, Department of Defense quality control standards, State Government solicitations, Proposal Management, Architectural and Engineering design, Construction Management, Design-Build delivery, Construction Manager-at-Risk delivery, Construction Manager/General Contractor delivery, Marketing Communications, Data center design and operational support, Enterprise architecture Database management (e.g., server petitioning, share creation, modifying routing tables, vFiler setup), HTML and CSS, Json, JavaScript, Php, Java and C++ programming languages, Feasibility study, Procedural documentation, Journal article development, Web content creation

EDUCATION/CERTIFICATION
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B.A., English/Journalism, Fort Hays Kansas State University, Hays, Kansas
Certificate in Technical Writing, Webster Institute
JAVA and JavaScript Programming, San Francisco State University (Extension)
Graduate Education in Journalism, Ball State University (no degree)