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## Professional Profile

### **Documentation Specialist/Technical Writer/Editor/Web Development & Design**

Proven skills in technical writing, web development, design and content development, document management, online help systems, training manuals, documentation processes, version control, style guides, desktop publishing, layout, graphic design, and editing. Achieved rapid career growth from entry level to team lead in four years. Accelerated learning curve with the ability to apply advanced technologies

## Work History

### **Vulcan Materials Company Birmingham Alabama (June 2005 – Present)**

*Web Developer & Designer/Senior Technical Writer/Documentation Specialist*

- Responsible for development, design, and content management for two internal corporate intranets and the public corporate website
- Responsible for technical and user documentation for all common business systems, including Sales, Payroll, Accounting, Ticketing, Equipment Maintenance, and Procurement
- Maintain, update, design, and manage documentation web portal for all company technical documentation
- Research, write, design, edit, and manage all SOX compliant security documentation for financial applications
- Write, edit, design, and manage standards and procedures documentation for company Information Services (I/S) department
- Design, create, and publish technical drawings, diagrams, and charts
- Managing editor and main writer for Vulcan Employee Development Association (VEDA) newsletter.

### **Synergis/Southern Company Birmingham Alabama (March 2005 – June 2005)**

*Senior Technical Writer/Quality Assurance/Web Administrator*

- Created, updated, maintained, and managed all user guides – including style, format, version control, and content
- Created, wrote, maintained, and managed all test plans – including new applications, changes and enhancements to existing applications, and system, unit, and regression testing
- Testing and QA of all applications
- Documentation of all test and re-test results, managing test plan files, and disseminating results to developers and team lead
- Managed, maintained, and created websites and web portals for projects, including design, content creation/management, and updates.

### **TRAX International. Huntsville Alabama - (August 2004 – March 2005)**

*Technical Writer/Editor for NASA's Graphics and Publications Office*

- Proofed, edited, and formatted NASA Technical Memorandums and Technical Publications for the Scientific and Technical Information group
- Managed hardcopy and electronic files for version control
- Researched and verified technical information
- Coordinated edits and changes with NASA scientists and engineers

### **Analytical Services Inc., Huntsville, Alabama - (September 2001 – August 2004)**

*Documentation Specialist/Creative Technical Writer*

*Lead Documentation Specialist/Technical Writer for NASA's X-37 Project*

- Served as managing editor for X-37 On The Move electronic newsletter and content manager for X-37net internal Website
- Researched, wrote, and edited Project briefings, technical charts, management plans, and presentations
- Managed and maintained electronic files on remote server and with ProjectLink System
- Designed briefings, graphics, flow-charts, organizational charts, and presentations using PowerPoint, Visio, PhotoShop, and Word

*Lead Technical Writer for NASA's Orbital Space Plane (OSP) Program*

- Researched, wrote, edited, and managed Demonstration of Autonomous Rendezvous Technology (DART) Project, Contingency, and Configuration/Data Management (CDM) Plans
- Served as Lead writer/editor for DART Program Evaluation Board
- Wrote creative pieces for OSP internal Web site
- Served as Lead writer/editor for OSP Expendable Launch Vehicle (ELV) Human Rating Certification Study

*Lead Technical Writer for NASA's 2nd Generation Reusable Launch Vehicle (RLV) Program's Propulsion Office*

- Researched, wrote, edited, and delivered baselined Project Plans for 2nd Generation RLV Propulsion Projects
- Developed and managed System Definition Plans, System Requirements Plans, Configuration/Data Management Plans, and Incident Response Plans
- Researched, wrote, edited, and managed advocacy documents including White Papers, Congressional Testimony, and internal Website articles
- Developed documentation processes and procedures for 2nd Generation RLV Program

**Contractor, Birmingham, Alabama - (September 2000 - September 2001)**

*Documentation Specialist/Technical Writer/Freelance Writer*

- Developed documentation department for Message Broker Data Bus (MBDB) Project at BellSouth and managed a staff of five writers responsible for delivery, management, and version control of documents related to planning, initiation, design, production, testing, and implementation of software and hardware developed for the MBDB Project
- Developed document file naming conventions, templates, style guides, file repositories, and version control procedures for the MBDB Project
- Designed technical and business diagrams, charts, and drawings using Visio2000, Word, Photoshop, and PowerPoint
- Created and maintained document repositories on the LAN and in the Harvest system.
- Designed and created document templates, technical writing style guide, work entry procedures, file-naming conventions, and baselined document delivery schedules
- Worked directly with programmers, designers, system architects, testing teams, project managers, and team leads to design, write, edit, and deliver vital documents for the MBDB project
- Wrote and implemented technical processes and procedures
- Voting member of the Software Control and Configuration (SCCB) board
- Designed and produced company handbook, software implementation guide, and organizational charts
- Wrote and edited articles for Alabama Technology Today, Business Alabama, and Fabrication & Metalworking (F&M) magazines
- Maintained, updated, and redesigned Websites

**Hecklers Entertainment, Birmingham, Alabama - (April 2000 - September 2000)**

*Web Master/Designer*

- Redesigned Antagonist Networks Game site
- Managed, updated, and maintained daily content, multi-media presentations and Java scripts
- Developed and implemented quality assurance reports for multiple Websites
- Maintained and managed Web Trends reports for executive staff

**CSC Healthcare, Birmingham, Alabama - (March 1999 - April 2000)**

*Technical Writer/Web Designer*

- Researched, wrote, and edited online help systems for multi-level software program
- Interacted with programmers and designers to document system enhancements, discrepancies, conversions, and new designs for software releases
- Updated corporate Website on a weekly basis
- Functioned as the sole documentation specialist for Unix based billing and dispatch system for national ambulance carrier
- Managed, wrote, edited, and formatted training manuals and release bulletins
- Wrote, edited, and maintained daily software discrepancy and enhancement reports
- Developed and designed Website content, navigation, and layout

**Tapscan, Birmingham, Alabama - (May 1996 - March 1999)**

*Production Assistant/Technical Support Rep*

- Provided technical support and service for 16 Windows and DOS based software programs
- Tested and documented Beta software and pertinent data sets
- Tested, converted, and reproduced all Tapscan systems and data
- Maintained and updated systems boards and logs of all Tapscan Systems and relevant data, filed and archived system masters, and raw and converted data to CD

## Education

**University of Alabama Birmingham, Birmingham Alabama**

*B. A. English and History 1996*

- 15 hours in Honors Program
- Deans List winter 1993, winter 1996