

# William Blank

*Technical and Proposal Writer with Business Analyst Skills*

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## **SUMMARY**

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- Accomplished technical and technical proposal writer, business analyst, course designer and Web content writer with over 20 years' experience in both contract and permanent positions
- Solid successful proposal writing experience, landing 7 "Wins" within the last 2 1/2 years
- Writes clearly, concisely and accurately, translating technical information into accurate, simple-to-understand English
- Formerly Instructor of Advanced Technical Writing and Editing, Regional and Continuing Education, California State University, Sacramento
- Experienced in business analysis of user requirements, work flows, creating use cases, policies and procedures
- Skilled at producing computer user manuals, system documentation, proposals, training manuals, online Help, intranet and Internet sites, technical marketing materials, documentation plans and design descriptions
- Creates tutorials and training courses from analysis and design, through development, implementation and evaluation
- Codes in HTML, including JavaScript and CSS, with some CGI and SQL familiarity
- Edits graphics in all document formats, produces attractive page layouts in all applications

## **RECENT EXPERIENCE**

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### *DIRECT TECHNOLOGY, INC, Roseville, CA, Technical Proposal Writer, 6/2013-11/2015*

- Prepared and edited responses to RFPs for software firm offering solutions to power and utility companies for managing customer response energy efficiency programs, including detailed technical descriptions of network configurations
- Responsible for determining and assigning appropriate subject matter experts to respond to stated requirements and assembling their responses into suitable format as required by potential client
- Maintained library of past responses for reuse
- Received seven "Wins" within a two-and-a-half year period
- Prepared presentation slides for CEO, executive management and sales team
- Edited API documentation for external customers' use to interface with company's product
- Created user guides and configuration guides for corporate software use

### *PRESIDIO, Sacramento, CA, Technical Writer/Consultant, 6/2012-12/2012*

- Prepared and edited presentation documentation and responses to RFPs for consulting firm offering purpose-built IT solutions focusing on cloud-centered data virtualization
- Interviewed subject matter experts to create descriptions and diagrams of proposed network hardware and software to meet customer requirements

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*SONY COMPUTER ENTERTAINMENT of AMERICA, Foster City, CA, Technical Writer/Consultant, 6/2012-12/2012*

- Created system level configuration documentation for Oracle installations in a cloud-based environment
- Prepared run books and installation instructions for Linux-based server setup

*OFFICE of SYSTEMS INTEGRATION, STATE of CALIFORNIA, Technical Writer/Consultant, 4/2012-3/2013, as needed*

- Created procedural documentation and system level configuration documentation for Statewide Imaging Fingerprint System to describe and maintain system upgrade

*CALIFORNIA PUBLIC EMPLOYEE RETIREMENT SYSTEM, STATE of CALIFORNIA, Technical Writer/Consultant, 2/2012-3/2012; 8/2012-9/2012*

- Created matrix to summarize and assist in evaluating prospective bidders' competitive advantages for data warehouse/business intelligence product offerings
- Commented SQL and SQR scripts to mask personal identifying data allowing anonymity in testing

*DEPARTMENT OF MENTAL HEALTH, STATE of CALIFORNIA, Technical Writer/Consultant, 8/2010-6/2011*

- Created Strategic Plan documentation for distribution by department to state legislature and major stakeholders using Adobe InDesign

*VICTIM COMPENSATION AND GOVERNMENT CLAIMS BOARD, STATE of CALIFORNIA, Technical Writer/Consultant, 1/2009-12/2009*

- Reverse-engineered multiple Oracle, DB2 and SQL Server databases to create data dictionaries for web-based applications in order to meet audit requirements
- Created reports analysis dictionary, describing available system reports and enabling improvements

*CALIFORNIA EMERGENCY MANAGEMENT AGENCY, STATE of CALIFORNIA, Technical Writer/Consultant, 10/2008-12/2008*

- Documented server setup and created installation guide for Response Information Management System, a server providing web-based real-time access to governmental emergency response systems

*CALIFORNIA PUBLIC EMPLOYEE RETIREMENT SYSTEM, STATE of CALIFORNIA, Technical Writer/Consultant, 6/2008-10/2008*

- Documented Telecom Assessment Project, an analysis of current agency telecom environment and industry trends, recommending future upgrade directions to include VoIP, SOA and the merger of telecom, data and applications

*DEPARTMENT OF JUSTICE, STATE of CALIFORNIA, Technical Writer/Business Analyst/Consultant, 11/2007-5/2008*

- Wrote system administrator use cases for renovation of Violent Crimes Information Network, a Java-based web application used for public information and law enforcement

*CALIFORNIA PUBLIC EMPLOYEE RETIREMENT SYSTEM, STATE of CALIFORNIA, Technical Writer/Consultant, 4/2006-10/2007*

- Documented software design, architecture, testing procedures, database design and security requirements for a service oriented architecture development project to update entire system infrastructure

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*bill@technicalwrites.com*

*www.technicalwrites.com*

*916.606.7681*

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## ***EDUCATION, PROFESSIONAL ACCOMPLISHMENTS and PUBLICATIONS***

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- MA in Hebrew Literature, Hebrew Union College
- BA with Honors, English, Kenyon College
- Society for Technical Communications, Sacramento Chapter, past-president, 1998-99; received special award for Distinguished Service, February, 2001