

Heidi M. Knoll

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I am an innovative and analytical thinker with a result-driven approach to technologies, with an emphasis on end-user solutions, from conception, analysis, and design through the development and the deployment process.

Technical Writer

April 2018– Present

Zenetex, 3000 Lincoln Drive, Marlton, NJ – www.zenetex.com
Remote employee at 660 Back Nine Drive, Venice FL 34285 / Clearance: Secret

Performing the same functions as the Multimedia Design Engineer when employed by Leidos (below); as the NAVIAR contract was awarded to Zenetex. In addition to my writing responsibilities, I am working with Office 365 and the Teams environment to develop and customize the Team sites.

Multimedia Design Engineer

March 2014 – March 2018

Leidos, 3000 Lincoln Drive, Marlton, NJ – www.Leidos.com
Lockheed Martin, 3000 Lincoln Drive, Marlton, NJ – www.lockheedmartin.com
Changed from Lockheed Martin to Leidos in August 2017 / Clearance: Secret

Technical writing and development of technical documentation, in the form of software user manuals and training products for the U.S. Naval Air Systems Command (NAVAIR PMA-281) – Joint Mission Planning System (JMPS) program. This includes extensive hands-on analysis of proprietary mission-planning software. My focus has been on system administration of the software (with installation, operation, and maintenance of the JMPS workgroup environment), requiring advanced knowledge of computer hardware and software (including network and security protocol), in addition to knowledge of flight planning. I have also written to DITA and S1000D specifications.

SharePoint Developer

July 2013 – February 2014

Robert Half Technology, 1735 Market Street, 25th Floor, Philadelphia PA – rht.com
Contracting to BAYADA Home Health Care – www.BAYADA.com

Responsible for development and customization of SharePoint 2010 web portal sites. Customizing the appearance and adding functionality using built-in features of Windows SharePoint Services. Beyond the out-of-the-box features, I customized the appearance of pages and web parts using HTML, JavaScript, jQuery, CSS, and XSLT Style Sheets. I extended the user interface with custom workflows (using SharePoint Designer) and forms (using InfoPath 2010). I developed extensive list, libraries, custom web parts and user controls to create a “list driven” interface for SharePoint portal sites. I generated extensive metrics reporting and site analysis using Google Analytics. All site development was managed within an agile software development methodology.

- SharePoint Site creation, design, and administration in SharePoint 2010
- Extensive customization of SharePoint sites using cascading CSS and JavaScript
- Reporting site metrics with Google Analytics
- Agile methodology

Multimedia Design Engineer

2007 – July 2013 (Casual July 2013 to July 2014)

Lockheed Martin, 3000 Lincoln Drive, Marlton, NJ – www.lockheedmartin.com (June 2007 to present)
Apex Systems, Contracted to Lockheed Martin (January 2007 to June 2007) / Clearance: Secret

Responsible for creating interactive tutorials, training materials, technical manuals, and other documentation for JMPS (Joint Mission Planning System) for the NAVAIR program.

- Performed in depth, hands-on verification, and validation of all JMPS software functions to develop accurate interactive tutorials.
- Performed installations of the JMPS systems with associated software.
- Created JMPS System Installation and System Administration User's Manuals.
- Integrated Flash tutorials into RoboHelp to create interactive web help manuals.
- Produced the Logistic Support Library CD used for the delivery of the JMPS system documentation to the fleet.

Developed the Navy Engineering Technology Services (NETS) intranet for Lockheed Martin.

- Initial analysis, requirements gathering, design, development, and custom coding of the NETS intranet (HTML, CSS, JavaScript, SharePoint 2007-2010).
- Developed web applications using SharePoint WSS and SharePoint Designer, including customization of pages, lists, forms, libraries, web parts, announcements, calendars, and workflows.
- Redesigned a single user access database into a multiuser web application using Microsoft Visual Studio and ASP.NET.
- Created a documentation change tracking web application using ASP and SQL database.

Web Developer/Web Master

2003 – 2007

Federal Aviation Administration (FAA) – www.faa.gov
William J. Hughes Technical Center, Atlantic City, NJ
EES, Contracted to FAA (9-2006 to 1-2007)
CNSI, Contracted to FAA (9-2003 to 9-2006)
Clearance Classification: NCIC Security

Web application development and second-level engineering support for the National Airspace System (NAS) within the Air Traffic Organization (ATO) of the FAA.

- Web site design, development, and maintenance of NAS intranet using Dreamweaver and the Adobe Creative Suite.
- Integrated the NAS intranet with custom client/server help desk application to report and track help calls on the NAS intranet using Classic ASP and an MS Access database.
- Assisted the help desk with issues associated with application development on the intranet, internet, or web.
- Trained junior developers to maintain the intranet, and complete updates, new change requests, and work orders.
- Compiled extensive custom weekly web metrics of the FAA website using Webtrends.

Identified and replaced redundant manual processes with automated data-driven web applications. This included the initial analysis, requirement gathering, design, and the development of customized data-driven web applications using ASP, MS Access, and/or Oracle. All development was done while adhering to the ICMM Level II processes.

Developed and Implemented Web Solutions:

- *PGP Tracking* – An internet application to track user downloads of Pretty Good Privacy (PGP) installs (Classic ASP and Access).
- *Process Improvement* – An internet application to track individual group adherence to the ICMM levels (Classic ASP and Access).
- *Action Tracking* – An internet application to capture and track dispositions for the Quality Management Program (Classic ASP and Access).
- *ECP Tracking* – An internet application to track engineering change proposals for the Voice Switching and Control System (VSCS) group (Classic ASP and Access).
- *Active Project List (APL)* – Intranet integration with an existing legacy DMS application to a web application with customized individual and group project statuses (Classic ASP and Oracle).
- *Find an SME* – Web-based application for users to find and share individual knowledge sets (Classic ASP and Access).

Computer Skills

Microsoft: Office Suite, Office 365, SharePoint, SharePoint Designer, Visual Studio, IIS, ASP, FrameMaker, Adobe (Dreamweaver, Photoshop, Illustrator, Flash), Oracle, RoboHelp, Webtrends, Google Analytics, HTML5, SQL, CSS3, Visual Basic, VBScript, JavaScript, PowerShell, XML, DITA, and S1000D.

Education

The College of New Jersey; BA, Advertising and Design, 1983

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