



Steven Oppenheimer, M.A., has twenty years of experience spanning technical writing, science writing, scriptwriting, and ad copy. He has assisted many clients in related areas, such as refining software GUI designs, and addressing other usability issues for developing products. Mr. Oppenheimer's educational background in high technology makes him the ideal candidate for documenting advanced systems.

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Key Services

- Users Guides, Reference Manuals
- Functional / Design Specifications
- Online Help
- Scripting for Training Videos
- Web Site Text
- Marketing Collateral (Brochures, White Papers)

Technical Writing, Online Help Authoring (Recent Clients)

- **Cognio, Gaithersburg, MD**

Wrote reference manuals and marketing materials for the Intelligent Spectrum Management™ System. *ISMS Enterprise* and *ISMS Mobile* are a set of hardware- and software-based tools to monitor radio frequency (RF) activity which may impact wireless LANs.

- **Users Guides:** For both *ISMS Enterprise* and *ISMS Mobile*, a sensor and software system (with GUI) that monitors RF spectrum and WLAN protocol activity.
- **Online Help:** For the same *ISMS Enterprise* and *ISMS Mobile* system.
- **Design Specification:** For a hardware architecture designed to integrate ISM directly into wireless computers, for the purposes of fine-tuning wireless transmissions.
- **Functional Specification:** For a set of messaging protocols carrying data between spectrum sensors and a server which integrates data from the spectrum sensors.
- **Hardware Interface Specification:** Describing the connections between an advanced radio transmission chip, and the baseband IC which controls its operations.
- **White Papers, Data Sheets, Product Briefs:** Describing all the above technologies (spectrum sensing and advanced radio chip), and related hardware and software.

- **Capitol Advantage, Fairfax, VA**

Wrote web-based online help for *CapWiz*. *CapWiz* (short for Capitol Wizard) is a database system which is integrated into the Web sites of issue-oriented organizations. *CapWiz* enables an organization to keep members posted on policy and legislative issues; and also enables members to send targeted e-mails to politicians, the media, and other influential public figures.

The help system—which was designed and authored using RoboHelp—provides the necessary information for Capitol Advantage's clients to use the backend *CapWiz* administrative tools. These tools, in turn, let *CapWiz* subscribers define and edit issue areas, post issue alerts on their Web sites, create structured content for issued-oriented mass mailings, etc.

- **Acterna, Germantown, MD**

- **Printed and Online Documentation** for *AirAudit*, which monitors cellular networks.
- **Remote Control Chapter** for the *FIREBERD 4000 Reference Manual*; the FIREBERD 4000 measures the performance of digital communications networks.
- **Mechanical Installation Instructions** for magnetic filtering devices.

Technical Writing, Online Help Authoring (Other Clients / Projects)

- **Manugistics, Rockville, MD**

Created functional specifications, system administrators' reference manuals, and online help for commercial software called *Trucks*. The *Trucks* software system routes and schedules trucks for delivery of goods in the most efficient and cost-effective manner possible. The functional specification provides extensive illustrations of the revised GUI for the program, and offers detailed descriptions of user interactions and use cases.

- **U.S. Web/CKS, Bethesda, MD**

Wrote online help / user's guide for *Online Media Room*, a web-based multimedia app.

- **NASD, Rockville, MD**

Authored a series of users guides for the *PROCTOR* test system, which was used to author, schedule, and administer certification tests to financial professionals. The multi-volume documentation included a test system administration manual, and a test authoring manual.

- **CIENA Inc., Columbia, MD**

- Created printed and online documentation for *WaveWatcher*, software which monitors the performance of switching nodes and amplifiers in a communications network. The documentation includes both extensive contextual material, describing the architecture of the system, and detailed operational procedures for using the software.
- Documented business and engineering procedures for ISO-9000 certification.

- **OPNET (formerly MIL-3), Bethesda, MD**

Wrote the user's guide for *OPNET* software which simulates communications networks.

- **Computer Data Systems International (CDSI), Rockville, MD**

Documented network maintenance procedures for the Federal Energy Regulatory Commission (FERC). Also documented database systems.

- **Watson Wyatt Worldwide, Washington, DC**

Designed and wrote *The Data Scrubber Reference Manual* and related manuals, and online help. *Data Scrubber* screens payroll and benefits data files for correct formatting/content.

- **PayAmerica, McLean, VA**

Authored the printed documentation and online help for *LIBERTY*, a sophisticated payroll and human resources program.

- **Managed Care Options, Inc., Bethesda, MD**

Wrote and designed the *FeeMaker User's Guide*. FeeMaker is a program which helps medical insurers, HMOs, and PPOs calculate reasonable fees for doctors' services.

- **NPRI, Alexandria, VA**

Wrote and illustrated user's guides/technical reference manuals for *TAC*, the Telephone Autodialer Control program. Documented a custom programming language, *SCRIPTS*.

- **Booz, Allen & Hamilton, Inc., Bethesda, MD**

Developed FORTRAN programs to simulate the performance of a communication network. Documented the results of the simulation using Macintosh graphics and Excel spreadsheets.

Technical Knowledge

- **Technical Background:** Knowledge of physics, math, electronics, telecommunications. Basics of chemistry, biology, statistics, finance, and other subjects.
- **Computer Languages:** C++, MFC, Visual Basic, Java, HTML, FORTRAN, MS Access, SQL, XML, fundamentals of Verilog.
- **Applications:** Microsoft Office (Word, Excel, VISIO), Microsoft Visual Studio, FrameMaker, MS Word, RoboHELP, DreamWeaver, CorelDRAW, PaintShop Pro, numerous other utilities and applications.

Education

- **M.A. in the Liberal Arts** from St. John's College in 2002, home of the "great books" program, with studies in philosophy, theology, literature, politics and society, and the history/philosophy of science.
- **B.A. with Distinction** as a College Scholar from Cornell University in 1982. Studies emphasized physics, math, and philosophy.
- **Certificate Degree in Programming** from Montgomery College in 2002, with studies in C++, Visual Basic, Java, SQL. Self-taught in Visual C++ programming using MFC.
- **Studies in advanced math** (linear algebra, differential equations, complex analysis, statistics) at the University Of Maryland University College.
- **Studies in chemistry, biology, accounting, business statistics,** at DC area colleges.
- **Studies in electronics** (digital logic, circuit fundamentals) at DC area colleges.

References

Management References

1. Mr. Neil Diener, Chief Technology Officer, Cognio, (301) 540-4904
2. Ms. Mary Dennis, Director of Client Services, NGP Software Inc, (202) 686-9330, mdennis@ngpsoftware.com (formerly VP Of Client Services with Capitol Advantage)
3. Mr. Naresh Baliga, (former) VP Marketing, Cognio, nbaliga@sbcglobal.net
4. Ms. Beth Chambers, Oracle (formerly Documentation Manager, NPRI), (708) 524-5286
5. Ms. Bernadette Harmon, Program Manager, Manugistics, (301) 984-5000
6. Ms. Leslie O'Gwin-Rivers, Manager, ACS Government Solutions, (301) 903-1042

Colleague References

1. Ms. Beverly Markels, Technical Writer, NRPI, 410 326-4782, mummar@chesapeake.net
2. Mr. Karl Miller, (formerly with) Cognio, Programmer, 301 694-2756 (h), karlmiller1234@hotmail.com

Additional Writing Experience

Advertising Copy

- **Direct mail copy** for The Danbury Mint, a manufacturer of mail-order collectibles. Projects included copy for a pewter collection of famous trains, and a collection of porcelain plates imprinted with famous paintings of biblical scenes.
- **Direct mail copy** for a Time-Life Books book series, “Americans At War”.
- **Direct mail fundraising copy** for one of the two major political parties.

Journalism

- Feature articles on science for popular audiences in *Science Digest Magazine*. Some articles were purely on research, such as a cover story on gravitational wave detectors. Other articles were human interest profiles of working scientists.
- Former member of the Review Board of *InfoWorld*, a leading trade newspaper for computer professionals. Reviewed a variety of well-known software packages (MathCad, Quicken, FrameMaker), assessing not only how well they work but also the appropriate context for their use in corporate environments.
- Articles for: *Smithsonian Research Reports*; *National Capital PC User Group Monitor*; *Gannett Newspapers*
- Authored a book, *Spying On The College Of Your Choice*, which offers an atypical approach to hunting for the right college.

Scriptwriting

Wrote numerous scripts for training and motivational films for: Naval Medical Command; Naval Imaging Command; U.S. Army; Bell Atlantic; IBM. Sample scripts include:

- *The Enemy Bacteria*, a training film on proper aseptic procedures in the operating room. This was a motivational film more than an instruction film, and featured dramatic scenes and animation.
- *The Montgomery GI Bill*, a motivational video encouraging enlistees to sign up for their GI benefits.
- *Professional Ethics for Marines*, a video depicting Marines coping with various situations that could potentially compromise their integrity.

Business Plan Authoring

- Worked with company founder to develop a business plan for a start-up company developing language translation software.

Awards

- The **Award of Merit** for *The OPNET Tool Operations Manual*, and for *The TAC Handbook*, both presented by the Society For Technical Communication (STC).
- Awards for two screenplays, *The Diamond Drug* and *Spying On The College Of Your Choice*, and for a stage play, *Do You Believe Me Now?* The play has received several public readings, including one at Washington’s National Theater.