

## David S. Domingo

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### Summary

Every day, with fervor, I assess and resolve technical and operational problems by performing thorough analysis, 'thinking different,' communicating effectively, influencing others and mastering new skills.

### Specialties

- Business process improvement
- Product management
- Technical writing and editing
- Software skills: Microsoft SharePoint (MOSS and SharePoint Designer); Author-it; Adobe Acrobat Professional, InDesign/PageMaker and Photoshop; TechSmith SnagIt and Camtasia Studio; Microsoft PowerPoint, Word and Excel.

### Experience

#### Senior Business Systems Analyst

Truestone, LLC

March 2010 – Present

*Helped the client build a more elegant, efficient and effective system for publishing operational and tactical manuals.*

#### **Responsibilities**

- Identified requirements for a system architecture to enable rapid development of operational doctrine publications by cross-disciplinary teams.
- Researched and recommended technologies for virtual collaboration, structured authoring, content management and agile publishing.
- Validated technologies by using them to author, edit and manage real-world publications.
- Identified 'pain points' and value propositions for each of the client's major stakeholder groups.
- Helped the client convey its mission, vision and value propositions to stakeholders by refining terminology and co-authoring foundational documents.

#### **Accomplishments**

- Developed transition tools and processes (using software the client already owned) while researching requirements for a more robust architecture.
- Acquired and integrated new technologies for collaboration, content management and publishing.
- Created and administered SharePoint sites for discussion, information sharing and content review among the client's staff and outside entities.
- Helped refine methods for facilitating doctrine development team activities.

## **Technical Writer-Editor**

**Truestone, LLC**

**March 2009 – March 2010**

*Analyzed dozens of (thick) legacy publications to help the client prepare for a major overhaul of its publishing methods.*

### ***Responsibilities***

- Consulted with client representatives to gain clarity on requirements and deliverables.
- Helped identify best practices for content analysis.

### ***Accomplishments***

- Received a commendation letter and a spot bonus for developing and conducting a successful mid-project 'alignment session' with the client team.
- Helped develop a streamlined process for analyzing content from legacy publications.
- Designed efficient workflows and user-friendly tracking and reporting tools.

## **Technical Curriculum Developer**

**Robert Half International**

**November 2007 – February 2009**

*Hired to develop content; became a content management coach, a system administrator for two systems, a researcher of new technologies and a general-purpose problem solver.*

### ***Responsibilities***

- Developed new formats for technical documentation and training material.
- Contributed to organizational best practices, style guides and terminology references.
- Administered a SharePoint site and a discussion board for enterprise technology users.
- Coached content authors on effective content management strategies.

### ***Accomplishments***

- Received two nominations for the company's Circle of Excellence award.
- Developed a method for migrating large amounts of legacy content to a new content management system, saving hundreds of hours of work for the supported team.
- Initiated configuration changes in the company's applicant tracking system to dramatically improve EEO compliance reporting and save time for users and job seekers.
- Piloted the use of Adobe Captivate for producing simulation-based training.

## **Product Manager**

**Fluential Inc.**

**June 2005 – November 2007**

*Advanced the military community's understanding and acceptance of computer-based speech translation systems.*

### ***Responsibilities***

- Managed all customer-facing communications for the government market.
- Wrote proposal abstracts, white papers, creative briefs, Web site content, brochure copy, press releases and product fact sheets.
- Edited and contributed to proposals, business plans, research papers and articles.
- Demonstrated and explained systems' complex capabilities to audiences with varying levels of technical expertise.
- Communicated requirements to engineering, linguistics and research departments.

### ***Accomplishments***

- Dramatically increased the suitability of translation systems for military applications.
- Co-authored a paper detailing the company's novel, multi-engine approach to speech translation (<http://www.mt-archive.info/HLT-NAACL-2006-Ehsani-2.pdf>).

## **Intelligence Training Officer**

**Western Army Reserve Intelligence Support Center**

**January 2003 – June 2005**

*Managed intelligence training while helping expand the national virtual document translation effort.*

### ***Responsibilities***

- Tracked and managed intelligence training requirements for unit staff and facility tenants.
- Led a mobile team that provided training in human intelligence, counterintelligence and analysis to military units throughout the Western United States.

### ***Accomplishments***

- Coordinated for language-qualified personnel to participate virtually in a national-level document translation work flow in support of the Global War on Terror.
- Created a secure online repository where translation system content could be shared.

## **Executive Officer**

### **302nd Mobile Public Affairs Detachment**

**April 2002 – December 2002**

*Before and during deployment, helped a team of military journalists develop and excel.*

#### **Responsibilities**

- Supervised seven print journalists and four broadcast journalists in production of internal communications products.
- Provided the final edit on all print and broadcast copy.
- Wrote press releases and articles.
- Spoke on behalf of the brigade in press briefings and radio and television interviews.

#### **Accomplishments**

- Led the conversion of the brigade's command information publication from newspaper to magazine format (<http://www.tffalcon.hqsareur.army.mil/4AArchive.html>).
- Helped advance the "information targeting" model, which borrows concepts and terminology from field artillery doctrine.
- Facilitated coverage by more than 50 civilian media representatives of a capabilities demonstration involving Apache attack helicopters and more than 200 paratroopers.

## **Full-Time Editorial Work**

### **Multiple Organizations**

**February 1997 – April 2002**

*Learned the fine arts of news value judgment, story development, line editing, witty headline writing, page design and editorial staff management — through a battery of accelerated on-the-job training experiences.*

- The Sun, San Bernardino, Calif.: Community Editor, Copy Editor, Weekend Wire Editor.
- Village News Inc., Fallbrook, Calif.: Founding Editor, Temecula Valley News.
- Community Publications Group, Sun City, Calif.: Editor.
- MilitaryHub.com, Carlsbad, Calif.: Content Editor.
- Inland Valley Daily Bulletin, Ontario, Calif.: Entertainment Reporter, Copy Editor.

## **Active and Reserve Military Service**

### **U.S. Army**

**January 1989 – August 2000**

- 302nd Mobile Public Affairs Detachment, Bell, Calif.: Executive Officer.
- 1st Infantry Division, Würzburg, Germany: Intelligence Officer; Public Affairs Officer.
- 24th Infantry Division, Fort Stewart, Ga.: Intelligence Collection Specialist.

## **Education**

**Excelsior College: Bachelor of Science, Liberal Arts – Emphasis in Middle Eastern Studies**