

## **David S. Domingo**

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**Specialties:** Business Analysis, Technical Writing and Editing, Product Management

### **Career History**

**February 2010 to Present: Truestone LLC, Alameda, Calif.**

**(Supporting Coast Guard Force Readiness Command, Doctrine Division)**

#### **Business Systems Analyst**

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.

Accomplishments:

- Developed transition tools and processes (using applications in the standard Coast Guard image) while researching requirements for a more robust architecture.
- Helped refine methods for facilitating doctrine development team activities.
- Created and administered SharePoint sites for discussion, information sharing and content review among the client's staff and outside entities.
- Supported the Doctrine Division communications plan by helping identify 'pain points' and value propositions for various audience segments.

**March 2009 to February 2010: Truestone LLC, Oakland, Calif.**

**(Supporting Coast Guard Force Readiness Command, Doctrine Division)**

#### **Technical Writer-Editor**

Responsibilities:

- Reviewed dozens of official Coast Guard directives to help the agency prepare for a major re-write of many of its policy and doctrine publications.
- 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.

**November 2007 to February 2009: Robert Half International Inc., Pleasanton, Calif.**

**Technical Curriculum Developer**

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 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.

**June 2005 to November 2007: Fluential Inc., Sunnyvale, Calif.**

**Product Manager**

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>).

**January 2003 to May 2005: U.S. Army, Parks Reserve Forces Training Area, Dublin, Calif.  
Intelligence Training Officer**

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.

**April 2002 to December 2002: U.S. Army, Camp Bondsteel, Kosovo  
Public Affairs Officer**

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.hqusareur.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 (February 1997 to April 2002)**

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 (January 1989 to 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 and Training**

Regents College, Albany, N.Y.: Bachelor of Science, liberal arts, emphasis in Middle Eastern studies (May 1999).

Defense Information School, Fort Meade, Md.: Public Affairs Officer Course (May 1997).

Army Intelligence Center, Fort Huachuca, Ariz.: Military Intelligence Officer Basic Course (November 1993).

### **Software Skills**

Adobe Acrobat, Captivate, Presenter, Illustrator, InDesign, PageMaker and Photoshop.

Author-it (client software and Author-it Administrator).

Interwoven TeamSite.

Microsoft Excel, PowerPoint, SharePoint, Visio and Word.

TechSmith SnagIt and Camtasia Studio.

Working knowledge of VBA script and Outlook custom forms.