

# Taha Shipchandler

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## Professional Summary

Brand-minded writer with a robust portfolio and a finger on the pulse of IT software application issues. Highly adaptable team player adept at gaining expert-level knowledge quickly and producing elegant, engaging copy. Certified project manager with the technical expertise and business acumen necessary to translate business requirements and objectives into scalable, highly resilient, and successful system solutions & documents.

## Skills & Abilities

LANGUAGES	ASP.NET, Php, XML, C#, VB, J2EE, JavaScript, DITA, HTML
DATABASE	MSSQL, DB2, Oracle 11G, Access, SQLite, MySQL
OS	MacOS, Windows10, Windows Server 2012, Unix
SOFTWARE	MS Office, SharePoint, Visio, BOARD, e-Commerce Frameworks
ANALYSIS & DESIGN	OO Analysis & Design, Database Design, REST API, SDK
MOBILE	Apple iPhone, Windows Mobile, Android
AGILE TOOLS	Jira, ITIL
FRAMEWORKS	AppBase, CodeCharge Studio, ScriptCase
CLOUD	Office365, OneDrive, Adobe Cloud, AWS
INDUSTRIES	Healthcare, Oil & Gas, Retail & e-Commerce, Government, IT

## Experience

### **TECHNICAL WRITER, B.A & P.M. | NY STATE DEPT. OF HEALTH | 1/2017 – PRESENT**

- Implemented a two-month project to compile the knowledgebase for 26 J2EE severity 1 applications, including the servers, middleware, network, database, configuration, account management and business aspects of the applications.
- Was an invaluable member of a 4-person team to prepare design specifications for an enterprise web application. The design specifications were turned in to the sponsoring organization and were approved to be implemented. The document included the system architecture, data dictionary, UI/UX, authentication & authorization, test plan & scenarios, information security, hosting environment, load profile & expected response times.
- Utilized project management and communication skills to interview several SMEs to prepare a detailed Disaster Recovery Playbook for a major scheduled failover event
- Implemented API documentation for developer access details for application data with update, create, remove instructions including http responses using API documentation tools such as Apiary.
- Technologies used: J2EE, WebLogic, IBM WebSphere, Drupal, Seibel, Oracle, MSSQL, Windows Server, DITA, XML, API, Camtasia, Adobe CS, Office365, Adobe Cloud, AWS

**TECHNICAL WRITER, B.A. & P.M. | HOUSTON POLICE DEPARTMENT | 4/2015 – 12/2016**

- Participated in preparation of the winning bid that secured the project amongst a field of thirty competitors. Then went on to being a team member in the project implementation.
- Interviewed several SMEs to prepare detailed design specifications. Also, wrote the test scripts. Participated in the Agile code review sessions.
- Created detailed user & admin manuals for two enterprise case management systems. The manuals were over 250 pages and required understanding of the content before writing it.
- Creation of the user & admin documents also tested the project management skills besides the technical writing skills.
- Implemented Standard Operating Procedures (SOPs) for installation, configuration, support SLAs, and release management.
- Technologies used: AppBase, Microsoft stack, MSSQL, IIS, SnagIT, NitroPro, Office 365, Jira, Camtasia, Adobe CS

**RETAIL & E-COMMERCE | CHAMPIONS LIGHTING | 2/2006 – 1/2016**

- Single-handedly developed the e-commerce site <http://championslighting.com> & the associated inventory database application after interviewing SMEs and owners
- Provided technology consulting for enhancements to e-commerce application and resolved application and hosting issues for the lamp & lighting retailer for over a decade
- Gained familiarity with IBM WebSphere and Sterling E-Commerce platforms and Oracle retail database
- Maintained the client's confidence for over a decade with consistent quality of work, prompt and friendly service and successful resolution of every issue with grit & determination.
- Technologies used: Microsoft stack, CodeCharge Studio, Oracle retail module, IIS, Windows server

**TECHNICAL WRITER, B.A. & P.M. | SHIPCOM WIRELESS | 9/2010 – 3/2015**

- Was selected as the technical writer by the company's Board from amongst 250 employees after detailed review of my work and comparing it with the other candidates
- Created one set of user & admin manuals for each of the RTLS and POU projects for the VA Medical Centers nationwide. These were often over 250 pages each with textual content, Visio diagrams, screen-shots & tables
- Utilized my programming skills to develop context-sensitive online help with Adobe RoboHelp and doubled up to write the content as well being the technical writer of choice
- Implemented workflow and systems diagrams in Visio, conducted requirements gathering sessions, and developed detailed design documents
- Was the project manager in charge for the creation of Helpdesk for an important client, and prepared a detailed workflow for routing of issues loaded into Jira helpdesk system.

- Technologies used: Microsoft stack, MS SQL, IIS, Silverlight, DITA, XML, SnagIT, NitroPro, Office 365, Adobe CS

### **DEVELOPER | DATAMATIX, INC. | 1/2003 – 8/2010**

- Implemented E-commerce & web applications with Microsoft stack. Gained expertise in all phases of SDLC including, design, development, testing, installation, support, enhancements, training, and documentation.
- Enjoyed developing over 30 web applications over a period of seven years, some of them being year-long projects, and providing training, documentation & support
- Interacted with business owners, C-level executives, CIOs, and IT professionals at all levels
- Few notable companies worked for are BP, Powell, Koch, Brown & Root, City of Houston, Texas Tech
- Worked on SAP transportation module at Metropolitan Transit Authority, took training in ABAP reporting, and worked on MM and FICO modules of SAP
- Developed well-honed business development skills to keep the sales pipeline full. Also, fine-tuned the technical and soft skills to successfully handle all client requirements and objections, resulting in many years of paid invoices. All these skills are very useful for all future projects and jobs.
- Technologies used: Microsoft stack, PHP, Scriptcase, SAP, Java, Oracle, MSSQL, IIS, Office

### **Education**

#### **M.S. | UNIVERSITY OF HOUSTON**

- Major: Industrial Engineering

#### **B.S. | MANIPAL INSTITUTE OF TECHNOLOGY**

- Major: Electrical Engineering

### **Certification**

#### **PMP | PMI.ORG**

Project Management Professional