

# Henry D. Musikar

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301-468-3661

## Business Process Analyst, Technical Documentation, and PC Support Professional

Detail minded, multi-tasking, high energy former road warrior willing to travel in surpassing the requirements of a challenging training, technical documentation, or PC support position.

**Employment Summary:** **Business Process Analyst, Technical Writer/Editor, Training and Support** — Temp Contract/Sub-Contract

**Technical Writer** — NETtel

**Technology Architect** — DynCorp, IMSD

**Senior Proposal Analyst and Team Manager** — I-NET

**Independent Consultant** — MusiKarma

**Senior Technical Instructor** — Novell

**Senior Technical Writer** — Gould, C.S.D.

**Hardware:** **PC, Macintosh**, and peripherals; Network Superservers, FDDI, Ethernet (10/100, Thin, Fiber and TP), Token Ring

**Operating Systems:** MS-DOS 2.1-6.22, Netware 2.0a-4.11, OS/2v2.1, Windows 2.0-3.11, Windows 9.x & ME, Windows NT (Server and Workstation) 3.51 and 4.0, Windows 2000 Professional, Windows XP, Mac System 5-8.1

**Applications:** **Use and Support Windows and Mac** applications, including: Office 97-2000-XP-2003, Visio, MS Project 2000, Quark XPress, PageMaker, FrameMaker, FrontPage, PhotoShop, Acrobat, Arcserve, BackupExec, Remedy and Vantive Helpdesk Software, ECCO, MetraSolv TBS, Lotus Notes, Paradox, Visual Page, Dreamweaver, NetObjects Fusion

**Education:** University of Maryland, B. S. in Computer Science, 1984

**Military Service:** Sergeant, DC Air National Guard: **Secret Clearance (Expired > 10 years)**  
Configured, maintained, and trained others to configure/maintain communications systems

**Honors:** Winner, Novell Education Slogan Contest  
(A Class Act)

Judge, Technical Documentation Competition  
the Society for Technical Communication

## Work History

**Present (and various other times)**

**Technical Writing, Training and Support —  
Temp Contract, and Sub-contract**

As an **contractor**, when not employed by the other positions detailed in this resume, provide short-term, temporary contract **documentation, training, marketing, project management, sales, analysis, configuration, and problem resolution**. Provide Home/Office support as [TechDC](#).

Recent contracts with **VistaRMS** to provide **documentation** support to **CSC** in support the establishment of new **Managed Desktop Support services** for the **Environmental Protection Agency**, to **Unisys** in Reston, VA in support of the establishment of **Transportation Security Administration's Information Technology Managed Services**, and to **EMC** in support of their project establishing a **centralized storage infrastructure** for the **U.S. Senate**. Support includes **researching, writing, reviewing, copy editing, formatting and refinement of ISO 9000, hardware, software, work instruction, assessment, implementation, and process documents**.

Provide **full lifecycle documentation** of and **support** for **multi-server Novell Netware, Lotus Notes, SQL, DOS/Windows, Macintosh, LAN/WAN** environments for **Federal and commercial clients** including the **National Association of Realtors, Resolution Trust Corporation, the General Services Administration, and the Department of Commerce**. Includes **documentation, specification, requirement analysis, RFP response services, installation, configuration, training in end-user support and software development** environments.

**September 1996 to December 2001**

**Contract Employee  
Berrett and Associates  
PO Box 751  
Vienna, VA 22183**

Long-term contract employee of Berrett and Associates, supporting major clients, including Dyn-Corp IMSD (see below) in Gaithersburg, Maryland, CIGNA in Silver Spring, and most recently GRCI (September 2000 – December 2001). Responsibilities included **documentation, LAN, inter and intranetwork analysis, personnel scheduling and deployment, vendor relations, installation, configuration and management** in **Novell 3.12 and Windows 2000/NT** server environments, as well as **PC hardware and software support**.

**May to September 2000**

**Senior Technical Writer  
NETtel (defunct)  
1023 31<sup>st</sup> Street, NW  
Washington, DC 20007**

**Wrote, edited and managed full life-cycle technical documentation** of **hardware and software** systems including **templates, system, and methods & procedures** documents. Systems and applications were **internally developed** and **COTS**, including **BusinessWare, TBS, and Oracle**. Also was co-editor, writer, and publisher of **IT on-line newsletter**.

**December 1997 to June 1998**

**Technology Architect  
DynCorp, IMSD  
656 Quince Orchard Rd., #500  
Gaithersburg, MD 20878**

Provided **documentation and strategic, tactical, and implementation direction of information technology** for the Office of Energy Research at the **Department of Energy** headquarters in Germantown, Maryland. As a member of the Strategic Information Planning team, was responsible for **business process reengineering**, as well as the **standardization and alignment of information technology elements**, including **infrastructure and desktop hardware and software**, as well as the application development toolset and interapplication programming interfaces. **Documented** and assisted **data-modeling** during **JAD/RAD** sessions.

**August 1994 to April 1996**

**Alternative Resources Corporation  
4350 Fairfax Drive, Suite 400  
Arlington, VA 22203**

In the **summer of 1994**, employed by Alternative Resources Corporation (ARC) to support EDS, supplying **Netware training** for the **USAF in Mildenhall, England. October 1994 to April 1996**, employed by ARC for **EDS's contract with Xerox**. Supported their Novell LAN/WAN, including router, gateway, server and client desktop and laptop installation and maintenance, Windows and Windows for WorkGroups, Microsoft Office, dial-in access, and miscellaneous analysis, installation, configuration, and end-user support.

**October 1990 to March 1992**

**Senior Proposal Analyst/Writer and  
Team Manager  
I-NET (now Wang Global)  
6430 Rockledge Drive  
Bethesda, MD 20817**

**Proposal Analyst/Writer** for large, multi-vendor proposals including **AFCAC and FBI2000**, incorporating **TCP/IP, GOSIP, SQL, UNIX, OS/2, Windows, Netware and LAN Server**. **Created templates and provided analysis and text** for software and hardware sections. As **Team Manager/Senior Network Analyst** for a LAN/WAN contract with the **Nuclear Regulatory Commission**, provided **management, office automation and network client software planning and rollout, network architecture analysis, specification, configuration management, disaster recovery, and documentation** for a **Netware 3.11 based 1000+ user Token-Ring metropolitan network**. Supported and utilized WordPerfect Office, Paradox, Quattro Pro, WordPerfect, ZyIndex, DrawPerfect, TNA and QuickBASIC.

**March 1989 to October 1990**

**Independent Consultant  
as MusiKarma**

Consulted on **short and medium term projects**. Provided **technical writing/editing, training and requirements analyses**, as well as microcomputer (PC and Mac)/LAN installations and training for clients.

**October 1987 to March 1989**

**Senior Technical Instructor  
Novell, Inc.  
2323 Horsepen Road, #600  
Herndon, VA 20171**

**Managed education office staff**, and **taught** end-users **how to use Netware**, and engineers and other instructors how to **install and maintain Netware-based networks**. Also **supported the marketing, documentation and installation of large networks** utilizing an assortment of LAN hardware and software as well as X.25 and asynchronous WANs.

**June 1984 to September 1987**

**Senior Technical Writer  
Custom Documentation Products (defunct)  
Gould, Computer Systems Division  
Fort Lauderdale, Florida**

Member of the **original staff** of Custom Documentation Products. **Determined client requirements** for, and **wrote, edited, and helped supervise** the preparation of **proposals** as well as **non-standards based and mil.-spec. documentation**. The documentation concerned **hardware (from schematics) and software (from code)** mini-computer components and systems. Also developed a PC/LaserJet based documentation system for the group and provided training for PC fundamentals, MS-DOS, Windows, WordPerfect and utilities. **Established fault isolation procedures as well as documentation standards.**