

Rob Donoghue

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Objective

I am seeking a position where I can contribute to the translation of information whether it is by aggregating broad sources into coherent output or communicating between groups with diverse interest and needs.

Skills

Communication

Strong oral and written communications skills. Responsible for documenting and presenting on a wide variety of topics including training (on Remedy, monitoring and internal systems), reviewing vendor options to decision-making bodies and presenting needs to development teams or vendors.

Decision Making

Experience selecting services and products from an array of vendors. Prioritized efforts in large-scale rollouts to maximize outcome for cost.

Document Finishing

Extensive familiarity with document production and layout, slideshow production, web publication (pages, wikis, blogs and other formats). Documents produced include presentations, technical documents, requirements, assessments, project plans, training documents.

Documentation

Extensive experience producing documentation, including project plans, training documents, technical overviews, requirements documents and issue summaries.

Game Design

Award winning RPG designer. Experience, overseeing fan community forums and sites. Speaking experience on panels at conventions. MMO design experience.

Knowledge Management

Deployed, replaced and found workarounds for knowledge management software and documentation organization systems.

Presenting/Public Speaking

Comfortable speaking in public, with or without props, either in person or remotely. Podcasting experience.

Problem-Solving

Responsible for assessing difficulties and establishing the steps to take to achieve stated goals. When appropriate this includes taking on project management duties, team-building from available resources and deploying limited resources.

Productivity Improvement

Research, assess and internalize processes and best practices, taking advantage of an external perspective to see potential areas for improved output or reduced input for the same outcome.

Requirements Gathering

Very experienced in speaking to and observing groups with a wide range of technical skills and interest in the process. Apply analytical skills and active listening to insure that all parties understand the same message.

Research

Experience using traditional and Internet resources to research specific or general topics. Take advantage of current technologies like RSS aggregators and Google alerts to stay on top of subjects.

Technical Interpretation

Frequently called upon to translate day-to-day needs into technical terms, and technical concerns into actionable content.

Technology

Expected to familiarize myself with new technologies with minimal notice.

Training

Trained medium sized groups (8-20) on a number of internal technologies both face to face and remotely.

Experience

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|---|---------------------------|---|
| 2000 - present | Systems Analyst | Abovenet, Herndon VA |
| Primarily responsible for talking with teams, getting an understanding of what they do and what they need, integrating that into the larger vision, and communicating their requirements to other groups in a comprehensible fashion. Role has required documentation, presentation, intranet development and providing training. Promoted twice. | | |
| 1999 - 2000 | Network Technician | ICG, Santa Clara CA |
| Working as a NOC technician gave me an understanding of basic networking and network troubleshooting, and strong insight into the difference between how tools are designed and how they are actually used. | | |
| 1997 - 1999 | Staff | U.S. Senate Judiciary Committee, Washington DC |
| Supported judiciary staff by researching issues and legislation, preparing briefs, answering correspondence for the Senator, and covering committee hearings. | | |

Education

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| 1994 | BA, Political Science | University of Vermont |
| 1994 | BA, History | University of Vermont |

Activities and Projects

Game Publishing

Partner in Evil Hat Productions, a game development and publication company. We're committed to keeping gaming open, and have released the text of our award winning game, *Spirit of the Century*, under the Open Game License. Have written extensively about games and gaming.

Online Game Development

Co-designed and co-administer an online multi-user game called Road to Amber and have written large amounts of documentation for the game's wiki. Member of core team for proposed MMORPG.

Software & Systems

Platform

Comfortable in Windows, OS X or Linux environments.

Online Publication

Extensive experience with web page publication, blogging, wikis and other web platforms.

Document Production

Extensive experience with most major word processing, spreadsheet and slide creation software (Microsoft Word, Excel and Powerpoint. Apple's Pages, Numbers and Keynote. Adobe Framemaker & Indesign. Open Office)

Graphics & Presentations

Solid graphic design skills including experience with Photoshop and Illustrator. Very experienced with diagramming software such as Microsoft Visio and Omnigraffle.

Development

Basic scripting and development skills. More extensive familiarity with development processes and procedures.

Networking

Familiar with common networking principles and technologies.

Additional Information & Portfolio

<http://www.robdonoghue.com>