

# Rachel Campbell

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## Summary of Experience

Ms. Campbell has fifteen years of experience in all phases of the software life cycle, from the design stage through testing, release and post-release user support. She has developed database applications for the web, designed and produced a wide range of documentation, and, as a “user advocate”, provided software testing and system analysis of user tasks, workflow and interface issues, and supported CMMI process improvement activities. Her expertise lies in quickly grasping and communicating new ideas to both non-technical and technical audiences.

## Education and Training:

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04/08

Intermediate CMMI Course, Software Engineering Institute training

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12/05

Introduction to CMMI for Software Development, SEI-certified corporate training

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9/98-12/98

Anne Arundel Community College, Arnold, Maryland, Programming in JAVA for the Web, (4 credits, Grade: A)

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9/96-12/96

Anne Arundel Community College, Arnold, Maryland, CS145, Introductory Programming (PASCAL) (4 credits, Grade: A)

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5/96

Information Mapping Seminars, Certified:  
Developing Procedures, Policies & Documentation.

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9/86-12/90

University of Maryland at College Park, Maryland,  
BA, English Language and Literature

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## Professional Information:

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### Presentations:

- Prepared and presented two sessions at the 2001 Annual Conference for the Society for Technical Communication, on Developing Web Applications, and specifically on Using Cold Fusion™ in Developing Web Applications. (Chicago, IL, May 2001)
  - Prepared and presented a session at the 2000 Annual Conference for the Society for Technical Communication on Developing Web Applications in Cold Fusion. (Orlando, FL, May 2000)
  - Prepared and presented a TEA (Technology Education and Assessment) Seminar on Developing Usable Users Guides, August, 1998
  - Prepared and presented a TEA (Technology Education and Assessment) Seminar on Developing Web Applications in Cold Fusion, February, 1998
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### Affiliations:

Member of the Society for Technical Communication (STC) since 1993.

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### Awards:

Merit Award in the Technical Publications Competition of the DC Chapter of the Society for Technical Communication, January 1995:

*Users Guide to the Automated Evaluation System (AES) v. 4.1.*

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### Technical Expertise:

Hardware/OS: PC with Windows 95/98, NT, 2000, XP; Macintosh System 7 and up.

Software: Microsoft Office Products, WWW/database interface products (e.g., Cold Fusion, ASP.Net), WWW authoring software (e.g., Macromedia HomeSite, Dreamweaver), DTP software (e.g., Adobe Pagemaker.), graphics software (e.g., Adobe Photoshop, Illustrator), and database development software (e.g., MS SQL Server, Access, MySQL).

Applications: Systems analysis, WWW development, and documentation.

## Work Experience:

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**1/09 – Present**      **Freelance/Consulting,  
Self-employed**  
Providing documentation and web development services on a freelance/consulting basis.

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**9/07 – 12/08**      **Quality Coordinator,  
SSAI, Greenbelt, MD**  
Coordinated CMMI Level 3 appraisal preparations:

- Mentored project managers in applying CMMI practices.
- Gathered and prepared documentary evidence to be used in the appraisal
- Presented organizational CMMI training to company personnel
- Successfully completed the SEI Intermediate CMMI training course

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**7/06 – 9/07**      **Applications Analyst,  
ADNET Inc., Greenbelt, MD**  
Supported a successful CMMI Level 2 appraisal:

- Provided organizational CM and PPQA support.
- Trained company personnel in preparation for CMMI appraisal interviews.

Supported the Earth Observing System Clearinghouse (ECHO):

- Participated on the ECHO Operations team, providing documentation and user support services
- Coordinated the 2007 ECHO Partner workshop

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**9/02 – 6/06**      **Applications Analyst,  
SSAI, Greenbelt, MD**  
Coordinated the preparation for a successful CMMI Level 2 appraisal:

- Facilitated and coordinating communication and consistency between L2 PATs.
- Gathered and prepared documentary evidence to be used in the appraisal
- Presented organizational CMMI training to company personnel

Developed WWW/Database applications:. Responsibilities included the following:

**Web Application Development:**

- Developed an internal Online Survey System (OSS) : Created a web/database application to allow for user-generated surveys.
- Developed the AISRP Project Website: Created a web/database application to automate coordinator activities; analyzed and normalized data sets for storage in the database and designed and developed the web interfaces.
- Technologies Used: ODBC, HTML, JavaScript, Cold Fusion™, ASP.Net, MS Access and MS SQL Server.

**Systems Analysis:**

- Tested NASA Image2000 for functionality, usability and adherence to requirements. Documented usability issues and test failures, as well as user documentation.

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**Work Experience, con't:**

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1/99 – 9/02

**Senior Consultant/Applications Analyst,  
Booz Allen Hamilton for GSFC, Greenbelt, MD:**

Provided software testing and user documentation, and developed WWW/Database applications. Responsibilities included the following:

**Documentation:**

- User Documentation: developed the *Image2000 Users Guide for Basic Operations*, and the *Image2000 Users Guide for Advanced Operations*. Also developed the *VMOC SERS Users Guide* (both for print and online in HTML).
- Training/Educational Documentation: developed a two-day training course for NASA Image2000, and presented the course at the Center for Image Processing in Education (CIPE) conference in July, 2001.

**Systems Analysis:**

- Tested NASA Image2000 for functionality, usability and adherence to requirements. Also performed similar testing for Virtual Mission Operations Center Spacecraft Emergency Response System (VMOC SERS), a satellite operation support tool.
- Documented usability issues and test failures.

**Web Application Development:**

- Developed the "Can I Buy System (CIBS): Created a web/database application to automate the Purchase Request(PR)process; analyzed and normalized data sets for storage in the database and designed and developed the web interface
  - Technologies Used: ODBC, HTML, JavaScript, and Cold Fusion™ , MS SQL Server.
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11/97 – 12/98

**Applications Analyst,  
NYMA, Inc. for GSFC, Greenbelt, MD:**

Developed WWW/Database applications and provided continued support for other application development. Responsibilities included the following

**Web Development:**

- Developed Code 588 WebSite: Created a WWW/database "Product and Services Catalog."
- Developed SPIDER: Created a WWW/database application to allow groupware documentation and tracking of software bugs and problem reports.
- Technologies Used: ODBC, HTML, JavaScript, and Cold Fusion™ with MS SQL Server as the backend.

**Systems Analysis:**

- Tested SERS, for functionality, usability and adherence to requirements
  - Documented usability issues and test failures, and assisted the development team in debugging and interface improvements.
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10/97 – 11/97

**Applications Analyst,  
NYMA, Inc. for FDIC, Greenbelt, MD:**

Documented an internal Visual Basic/MS Access application for FDIC

**Documentation:**

- User Documentation: revised and edited a user's guide for an internal Visual Basic Application, adhering to strict internal style guidelines
  - Graphics: provided graphic design services, including the development of graphic illustrations for the user's guide.
  - Problem Reports: identified and documented problems/issues.
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## Work Experience, con't:

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10/96 – 9/97

### **Applications Specialist, QSS Group, GSFC, Greenbelt, MD:**

Developed WWW/Database applications and provided continued support for client/server development. Responsibilities included the following

#### **Web Development:**

- Developed IRIS: worked with another developer to create a WWW/database application to allow groupware generation of requirements. Development was performed using ODBC, HTML, JavaScript, and Cold Fusion™ with MS SQL Server as the backend.
- Developed Website: Converted user and developer documentation to HTML, including providing a full WWW version of the Users Guide for the Requirement Generation System (RGS).

#### **Systems Analysis:**

- Tested client server systems for functionality, usability and adherence to requirements.

#### **Documentation:**

- User Documentation: revised and edited the RGS users guide; also developed a multi-level index to aid user access to information.
  - Public Relations: developed marketing communication documents, such as brochures, press releases, and a newsletter. Also developed and presented software demonstrations and presentations for user group meetings.
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4/93 - 9/96

### **Application and Documentation Specialist, Computer Based Systems Inc., NASA GSFC, Greenbelt, MD:**

Acted as "user advocate" in support of a cross-platform client-server development team at GSFC. Supported development of mission operations software, including the Requirements Generation System (RGS), a requirements development tool running on both the Macintosh and PC platforms. Responsibilities included the following:

#### **Systems Analysis:**

- User Task/Workflow Analysis: defined user workflow through task analysis diagrams. Used diagrams to flush out user issues during the design process.
- User Interface Design: participated on a "UI style committee" to define UI style guidelines; researched and wrote a User Interface Style Guide to be used in the development of the software.
- Testing: tested client server systems for functionality, usability and adherence to requirements. Assisted in the development of usability test scenarios.

#### **Web Development:**

- Prototype of RGS Read Only Viewer (ROV): prototyped a read-only WWW access to the application's databases using ODBC, HTML, JavaScript, and commercial middleware tools. Tested and evaluated various WWW/database interface tools.
- Developed RGS ROV: worked with another developer to produce a working WWW access to the RGS databases. Development was performed using Cold Fusion.
- Developed Website: Converted user and developer documentation to HTML.

#### **Documentation:**

- Design: wrote operations concept documents, requirement specifications, and a user interface style guide. Also developed design specifications in conjunction with developers.

User Documentation: revised and edited five user guides; also developed multi-level indexes and Quick Reference Cards to aid user access to information. Wrote training tutorials for use in both developer-led and self-paced training classes.

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## References

Available upon Request

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