

Peter C. Johnson

Technical and Marketing Communications; Project, Product Management

Metropolitan Atlanta area

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Summary

- Experienced senior technical and marketing communicator, content strategist, product and project manager. Results-driven.
- Reliable. Demonstrated record of success in leadership and execution. Unique qualifications from service as a U.S. Army intelligence officer.
- Information technology and marketing experience in the data center, healthcare (acute and post-acute care), Enterprise Resource Planning (ERP), financial services, pharmaceutical, government, and retail sectors.
- Diverse international work, skilled in cross-cultural communication. Professional-level foreign languages (German, Russian).

Senior Technical Writer

SPH Analytics

1/2016 – Present

SPH Analytics' products allow healthcare providers, payers, and health plans to measure population health goals and patient experience while meeting regulatory requirements with easy-to-understand, actionable information.

Manage documentation projects from inception through requirements gathering, internal coordination and discovery, project planning, execution, review cycles, and final publication for print, web, and mobile. Support the SVP of Product Management and Marketing's product roadmap, recommend courses of action to provide excellent user experiences for our clients.

Senior Technical Writer; Product/Project Manager

QTS Data Centers

2/2014 – 1/2016

QTS is a leading national provider of data center solutions and fully managed services supported by leading technology, infrastructure, and equipment.

Contractor. Promoted by management to serve in three successive roles, each using my core communications and leadership skills.

Senior technical writer (2/2014 – 6/2014). Researched, wrote, published online documentation in the QTS service catalog library for new product launches. Developed all training, marketing, engineering, and support documentation and materials, requiring extensive coordination with internal lines of business.

Selected to fill the product manager position based on performance in the technical writer role.

Product Manager (6/2014 – 1/2016) for advanced colocation, critical facilities management, and custom data center offerings. Hands-on development and execution of service catalogs, project plans, marketing collateral and campaigns, training, and proposals. Took products to market across 12 data centers, nation-wide. Supported \$10 million in direct sales and recurring revenue. Based on results, **selected for project management** training and assignments.

Project Manager (11/2014 – 9/2015). Applied Project Management Book of Knowledge (PMBOK) process groups and knowledge areas to product lifecycle management (PLM) for high availability, compliance, data security, communications connectivity, cloud, and managed services. Managed documentation of over 50 discrete processes to integrate a purchased managed hosting company with existing operations. Planned and managed execution of marketing, training, legal review, pricing, service level agreements (SLAs). Relationship liaison with customers such as large social media, global search engine, and Fortune 50 financial services corporations.

Technical Documentation Manager

CDC Software

2001 – 2008

CDC Software (now Aptean) is an international developer and vendor of Enterprise Resource Planning, Supply Chain Management, and Customer Relationship Management software.

Wrote, edited, published roughly **150,000 pages of technical documentation**. Prepared documentation for localization in several languages. Helped coordinate training development and presentation.

Established, trained, and provided daily technical coordination for an award-winning **offshore technical writing team** on-site in Bangalore, India. **Team became operational in less than two months with superior industry results**. Personnel **retention** rate was still **100% after three years**.

Editorial, Design, Publishing

Prior to 2001

PaySys, a large processor of credit card accounts — determined requirements, wrote, edited, and deployed comprehensive online help files for micro-banking projects for China's growing banking industry.

ValuBond Incorporated, the first online bond trading firm, initially independent and now owned by Charles Schwab — wrote and edited technical, training, and marketing materials to launch the **first online bond-trading platform**.

HealthExchange.com — Web content manager for clinical information, brokered insurance programs, consumer information, and business-to-business operations. Firm was purchased by WebMD.

Eclipsys Corporation — Senior writer and editor for a 33-volume publications family of medical enterprise and clinical (acute care) software.

Equifax Card Solutions — Documentation manager; published approximately 44 manuals for the international banking industry. Managed 7 experienced writers. Hired and mentored 5 junior writers, who were productive in minimal time.

Freelance contributing editor and main features writer for the custom automotive art market. Writing assignments ranged from artist profiles and work methods to business and copyright issues.

IBM's ERP solutions group; served as technical and general editorial writer and editor; coordinated development communications, translations, and publishing with the Stuttgart, Germany development department. Regular use of German language.

U.S. Government and National Security

U.S. Embassy Moscow — Army Reserve tour; case officer with Task Force Russia (POW/MIA). Uncovered evidence of American military and civilian prisoners of war and those missing in action held by the former Soviet regime. Selected to be the first uniformed American officer since World War Two to present a briefing in the Kremlin to senior Russian leaders.

Science Applications International Corporation — Private-sector defense analyst. Supported U.S. global strategy with studies, training, and planning exercises in Soviet government, military, and industrial decision-making.

Special Operations Intelligence Officer, U.S. Army National Guard — While working at SAIC (above), served as an intelligence officer in the 19th Special Forces Group (Airborne). Led analytical detachments that deployed globally for special warfare missions. Commended for superior success in mission support and liaison roles to foreign organizations. Rank: Major.

Tactical Intelligence Officer, U.S. Army — Led large, diverse teams with significant equipment responsibilities in all climates, 24/7, around the world. Key staff responsibilities supporting critical decisions under pressure and time constraints. German as a duty language for liaison and public relations. Training developer, instructor, and doctrine writer at the U.S. Army Intelligence Center and School for junior, mid-level, and senior audiences. Rank: Captain.

Professional Certifications

Schneider Electric Data Center Certified Associate (DCCA), a global standard for foundational knowledge in data center design, build and operations; cooling, power, racks, cabling, fire protection, management and physical security. Associates possess the knowledge to participate on a team that designs or upgrades the physical layer of the data center.

Technology Skills

Publishing and communications:

- MS Office (Word, Excel, PowerPoint, Project, Visio)
- Adobe FrameMaker 2015
- RoboHelp 2015
- Acrobat Pro
- Camtasia Studio
- ScreenFlow (Mac)
- Photoshop
- Captivate

Content Management System (CMS) frameworks such as:

- WordPress
- Joomla
- Drupal
- Custom Interwoven TeamSite enterprise CMS

Technical concepts, environments, families of applications:

- Agile methodology and development cycles
- Data center technologies such as power redundancy, cooling, space planning and property engineering, networks, and infrastructure management.
- Documentation of Visual Studio and .NET processes and applications, Windows Server 2008+ configuration and application hosting, SQL Server 2008+ configuration; client-server/SaaS.
- Basic UNIX, including shell programming.
- Familiar with Lean Six Sigma methods, TIBCO Spotfire and other visualization tools.
- SharePoint Services content administrator.
- Legacy IBM VM/VMS, CICS.

Professional Training

Richardson Consultative Sales Training. In-depth, hands on exercises in the critical structure of a sales call or client meeting and a powerful roadmap for a successful, need-based dialogue.

Conversant high-performance communications training. Multi-day workshops, practical exercises, and assessment projects accelerate and refine quality business communication and collaboration.

Equifax, Inc., Manager's Human Resources Course. Legal and practical aspects of hiring and administration, EEOC laws and guidelines, diversity implementation, management techniques, and retention strategies.

Education

Georgia Military College, Milledgeville, Georgia. A. A. Distinguished Military Graduate, Reserve Officers Training Corps.

The George Washington University, Washington, D.C. B.A., Russian Language and Literature. Honors, GPA 3.8.

Art Institute of Atlanta, Atlanta, Georgia. A.S., Visual Communications. Honors, GPA 3.89. Degree completed while working full- and part-time.