

JULIE P. VAUGHN

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PROFILE

Writer/Editor/Proposal Consultant

Accomplished technical and business communicator with 25 years of experience supporting and writing about technology and services for government contractors and other private sector firms. Excellent performance in positions ranging from user support to technical writing, proposal development, and quality management. Demonstrated ability to compose original material and synthesize information from multiple sources to create targeted, effective prose.

EXPERTISE HIGHLIGHTS

Skills

- Research, writing, and editing in electronic and print media to support a broad range of audiences.
- Attention to detail and encyclopedic knowledge of writing styles and rules.
- Successful background in proposal and marketing communications development.
- Proven classroom and one-on-one trainer.

Products

- Proposals
- Presentations
- Business processes
- Policies and procedures
- Web content
- User manuals
- Quality management systems
- Corporate style guides

PROFESSIONAL EXPERIENCE

Jewel Communications

Writer/Editor/Proposal Consultant (1/2009 – Present)

Provide writing, editing, and proposal support for a variety of clients in the Houston, Texas and Washington, D.C. metropolitan areas.

Acquisition Solutions, Inc.

Director, Proposals and Sales Support; Lead Proposal Manager (12/2003 – 12/2008)

Directed the development of winning proposals and helped manage a robust opportunity pipeline for firm that provided acquisition support, training, and research to federal agencies. Facilitated definition and documentation of corporate processes related to the client engagement life cycle (including account planning, capture, and proposal efforts). Interacted with management and staff at all levels to review business opportunities and oversee the development of proposals. Wrote content for proposals, Web site, and other corporate communications.

- Oversaw and participated in the development of approximately 100 proposals per year and helped the company maintain capture and win rates consistently over 80%.
- Instrumental in implementing corporate client relationship management (CRM) system to track clients and associated business opportunities.
- Developed templates for technical proposals, resumes, and past performance.
- Managed and mentored proposal managers, interns, and consultants.

General Dynamics Network Systems (formerly Veridian IT Services, Inc.)

Director, Proposal Development (9/2001 – 12/2003)

Managed development of proposals and technical documents in compliance with client requirements and company policy. Directed efforts of technical writers and editors and coordinated input from subcontractors. Wrote material in accordance with client requirements, composed original material as needed, and updated corporate “boilerplate.” Performed quality assurance of documents. Established schedules, supervised review process, and oversaw production. Provided concept development, writing, editing, desktop publishing, and graphics support for the development of contract deliverables and other documents, such as standard operating procedures, presentations, etc.

- Contributed to development and maintenance of databases that supported business development (past performance, resume, boilerplate, business opportunity tracking).
- Served as primary backup for the Vice President, Proposal Development.

Digex, Inc.

Technical Writer, Lead Technical Writer, ISO Implementation Coordinator, Service Excellence Manager (5/2000 – 9/2001)

Guided process development, monitoring, measurement, analysis, and improvement efforts for the Digex Application Optimization Center (AOC). Served as management representative for AOC’s ISO 9001:2000-certified Service Excellence Management System (SEMS). As Lead Auditor, coordinated all internal and external audits of the SEMS; served as registrar liaison. Developed Service Excellence Manual detailing department’s approach to complying with the ISO 9001:2000 standard. Guided and assisted senior management in developing service excellence policy and objectives. Facilitated definition and documentation of all department business processes. Developed and delivered department-wide training on ISO 9001:2000 concepts and the SEMS. As Lead Technical Writer and Technical Writer, monitored and balanced workload among 3 technical writers. Worked with project managers, engineers, programmers, and analysts to develop deliverables (statements of work, test plans, work plans, reports, etc.) for client Web site solutions.

- Led implementation of department-wide ISO 9001:2000-certified quality management system in 6 months. System received no nonconformities during the registration audit.
- Chaired cross-departmental team that reviewed and analyzed employee suggestions for business improvement.
- Established department-wide document quality standards.

SIGNAL Corporation

Director, Proposal Development (8/1998 – 5/2000)

Analyzed targeted business opportunities for appropriate proposal responses. Established schedules, win strategies, themes, and discriminators to guide development of proposal content; wrote and edited proposal sections. Worked with subject matter experts (developers, network engineers, etc.) to develop and enhance white papers, standard operating procedures, product briefs, brochures, and other technical and marketing publications.

InfoPro Incorporated

Senior Technical Writer, Proposal Development/Marketing Coordinator, Proposal/Publications Group Manager (1/1995 – 8/1998)

As Proposal/Publications Group Manager, managed staff of seven writers to produce contract deliverables (system requirements and specifications, system administration manuals, user manuals, test plans), marketing and business development materials, internal communications, and other corporate publications. As Proposal Development/Marketing Coordinator, oversaw all proposal efforts, including developing requirements, enforcing schedules, delegating writing and production tasks, monitoring reviews, and completing final production. Developed and managed trade show schedule, including design and delivery of exhibit booth, negotiation with vendors, supervision of setup and dismantling at show sites, staff scheduling, and production of ancillary materials. As Senior Technical Writer, produced on-line help and documentation for various systems developed for federal clients.

- Managed and supported the development of more than \$35 million in winning proposals.
- Successfully planned and produced major corporate communications initiatives, such as a video segment for a business television program, corporate brochures, and company's first Web site.

DynCorp (formerly DynNMI)

Technical Writer, Senior Technical Writer (8/1989 – 1/1995)

Documented and tested applications developed for federal clients. Updated user guides and reference materials for custom applications and COTS software. Participated in TQM initiatives to re-engineer document production processes.

United Savings Bank

User Support Analyst, Technical Advisor (10/1987 – 7/1989)

Developed and delivered course materials for office automation systems. Provided troubleshooting support for branch banking system. Wrote monthly newsletter articles. Worked as a temporary consultant to coordinate consolidation of multi-site phone system into a single headquarters facility.

EDUCATION AND TRAINING

2007	<i>Women in Leadership and Learning</i> , SHAMBAUGH Leadership
2004, 2005	<i>Seven Steps to Performance-Based Acquisition</i> and <i>Six Disciplines of Performance-Based Management</i> , Acquisition Solutions, Inc.
2001	<i>Lead Quality Auditor</i> , CEEM, Inc.
1998	<i>Excelling as a Manager</i> , CareerTrack
1998	<i>Writing for the Wired World</i> , International Association of Business Communicators
1998	<i>Managing the Publications Department</i> , EEI Communications
1989	<i>Introduction to Data Processing</i> , Northern Virginia Community College
1987	<i>Information Mapping</i> , Information Mapping, Inc.
1997 – 2002	University of Maryland University College; College Park, Maryland; coursework in Communications
1981 – 1984	James Madison University; Harrisonburg, Virginia; 100+ hours coursework, major in English and Russian (4.0 GPA)

MEMBERSHIPS AND AWARDS

2004 – 2008	Multiple "Heroes Among Us" awards, Acquisition Solutions, Inc.
2001	MVP Award, Digex Application Optimization Center
1993	Core Values Award, DynNMI
1987	GROWTH Employee Award, United Savings Bank