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TECHNICAL and CORPORATE WRITING / TRAINING

January 2020-Present: OTOKOD MANAGECASH (automated cash management): proofread and re-wrote the text of the company's website text promoting their automated cash management system, MANAGECASH, which automates paperless cash handling by ATMs, armored cars, and retail sales, among others.

October 2011-2014: ADVANCED MONITORED CAREGIVING HEALTH wrote the company's first runbook in its nine year existence, documenting all hardware, software, processes, etc.

April 2005 to June 2006: SIAC AMEX PRODUCTION OPERATIONAL STRATEGY: strategic initiatives and incident management team. Collaborated on the Change Management, Incident Escalation and Problem Management documents, and created all the pictorial representations of the process flow. Administrator (co-administrator) for the Production web site, and helped determine its content and construction. Assisted in the re-design of the data center control room, regrouping monitoring stations for easier viewing and supervision

January 2003 to December 2004: SIAC NEW YORK STOCK EXCHANGE OPERATIONS: wrote the overall requirements document for Operations' acceptance of new software, including software for UNIX, NextGen, NonStop and other systems (document versions 1.00 through 1.06). Wrote the specific Operations requirements documents for TradeWorks versions 1.1 and 1.2, the new IBM-based floor broker support system that uses NextGen, J2EE, Websphere and DB2. Wrote the requirements document for monitoring that system and documented failure-recovery scenarios for that system. Wrote the Operations' reference manual for the major web-based market information system OpenBook. Served as database administrator for a web-based document repository, DocDepot, and wrote the user's and administrator's guides for that system. Edited the discussions among Development, Operations and QA to create a document of proposals to senior management and the NYSE for faster software time to market. Using Remedy's Action Request system, tracked open defects in new TradeWorks releases in spreadsheets for Operations and Development separately. Served as scribe to a committee of all the Operations senior managing directors and was the scribe at many other meetings, including those planning ITIL training and BSM implementation. Created or assisted with innumerable PowerPoint presentations for senior management.

Jan 2000 to October 2002: SIAC AMEX MARKET DATA DEVELOPMENT: wrote all the documentation for ATPIII, the new (HPUX11-based) ticker plant, which uses Versant object-oriented databases to compute and publish the results of all equity and options trades and quotes for every United States exchange. Wrote every release document for every new version of the software (40 implemented to date). Tracked all program

changes and their associated files in an Excel spreadsheet linked to the documentation. Often designed the installation and fallforward procedures for new releases in a multi-sited environment. Rewrote the Operations procedures when necessary.

Wrote the security document detailing implications of the installation of the new ATP III system.

Documented the changes from processing fractional prices to decimal formats and to quotes with size. Documented the changes from using a common database for storage of all end-of-day information to using flat files.

Documented and checked all specifications for the in-house messages used to correct errors, add products, adjust for dividends, etc., and in some cases did the initial message design.

Assisted with product testing of new releases and new systems.

Wrote the user's manual for the Operations GUI interface for ATP III (UNIX-based) and for its Administrative Interface (Windows-based), and turned these documents into interactive Windows help (.hlp) files.

Wrote and edited the functional requirements specifications (FRS) for AMEX trading of Nasdaq stocks under Unlisted Trading Privileges. Wrote and/or edited the FRS, including the business rules, for Stock Futures for ATP III, for the Equity Market Data System (EMDS), for the X-terminal Display System (XDS), X-Terminal Theoretical Options Pricing System (XTOPS), etc. Assisted in the writing and editing of the FRS for the Windows Information Display System (WINDS), the replacement system for XDS, which displays prices in real time on the AMEX trading floor.

Documented the legacy system, Options Market Data Systems (Stratus-based), which accepts trade and quote messages in a variety of formats from X.25 and IP communications terminals on the floor of the AMEX and sends output to the National Market System. Helped document the new system OPRA GATEWAY which processes options data via Talarian subscription-publish protocols. Documented the new system, MDDX, which accepts quotes and trades directly from member brokerage houses and sends them to the AMEX floor.

Documented the UNIX-based SIMULATOR software which sends simulated market traffic to the ATP III processor for system testing.

Kept track of all discrepancy reports for ATPIII and followed up to make sure they were being corrected, and wrote the corrections reports.

Migrated release documents into DOORS (object-oriented requirement tracking software).

Took verbatim minutes for many technical meetings, including one series of 5 days of 7-hour meetings, edited and published them to the participants, usually on the same day.

AMEX PROCESS IMPROVEMENT: designed the template for the release notes implemented for every SIAC AMEX development group, and helped design the SIAC AMEX functional requirements template and the technical requirements template.

Wrote the FRS for the web-based Hearing Panel Tracking System, including the business rules and legal requirements, for the process which tracks the appeals of companies that have been delisted from the AMEX (system used by Nasdaq, being recreated for the AMEX).

Assisted in planning the software development process for SIAC AMEX. Taught a class on PMBOK principles.

Turned a Visio drawing showing how all AMEX systems are connected into a web page on which by clicking on any system the user was taken to a description of that system and a directory of relevant documents.

1999 PFIZER PHARMACEUTICALS GROUP: writer for the team that documented organization and processes for the Pfizer integration of national and international teams for Stromberg Consulting.

1999 BOWNE & CO. CUSTOMER SERVICE REPRESENTATIVE TRAINING: requested by the client as writer to update Facilitator's and Participant's Guides for the Distribution training module for Stromberg Consulting.

1999 HEARST MAGAZINES INFORMATION SYSTEMS: wrote the user's manual (also for training) for the MIC System (Manuscripts, Illustrations and Covers), a proprietary accounting system which runs as a web page, used to track and pay invoices for magazine contributors for Knowledge Transfer International.

1998-9 RELIANCE NATIONAL INSURANCE UNDERWRITER TRAINING: created the form and content for Facilitator's Guides from the Participant's Guides for the introduction to the WINS computerized policy booking system and the module on booking a Worker's Compensation policy, for Knowledge Transfer International.

1998-9 BOWNE & CO. CUSTOMER SERVICE REPRESENTATIVE TRAINING: wrote and desktop-published the Facilitator's and Participant's Guides for the training modules Composition, Distribution, Bowne Quality Journey and Edgar, for Stromberg Consulting.

1998 CT ADVANTAGE: ONLINE WEB SITE DOCUMENTATION: wrote the documentation for the Web site for internal sales and service providers, for Robert Myrstad and Associates; MS WORD.

1996-7 UNITED STATES MARINE CORPS MANUAL FOR SYSTEMATIC RECRUITING, VOLUME V: PLANNING AND MANAGEMENT GUIDE FOR DISTRICT RECRUITING: edited, rewrote and desktop-published **Volume V** (about 1000 pages), reducing it overall by about 30%, and converted the final edit from WordPerfect to AmiPro or Word Pro; WordPerfect, Ami Pro, WordPro, Lotus 1-2-3 for Learning International.

1995 PFIZER DECISION MAKING: wrote the module on **PROBLEM ANALYSIS** for Pfizer Corporate Headquarters, New York, for Learning International; WordPerfect.

1994 PFIZER SUPERVISOR'S GUIDE: wrote the guide for laboratory supervisors for Pfizer Central Research for Learning International; WordPerfect.

1984 ROERIG-PFIZER: COMPUTER TRAINING COURSE: Wrote and taught a two-day computer training course for Pfizer sales personnel for Robert Myrstad Associates; WordPerfect, PFS Write, SmartCom, telecommunications scripts.

1983 AT&T INFORMATION SERVICES EDUCATIONAL DIVISION: THE TEKTRONIX 834: Wrote and taught the basic and advanced 3-day course on using the Tektronix 834, an interactive data communications test device for Robert Myrstad Associates. The course covered 5- to 8-level codes and protocols BISYNC, SDLC, and SNA; WordStar CP/M, WordStar DOS, various communications programs.

1981-1992: LITERARY MANAGER, THE JUILLIARD SCHOOL DRAMA DIVISION

ACADEMIC: Faculty of NYU Dramatic Writing Program since 1989. **EDUCATION:** Bachelor of Science, **MIT**, 1962, 1963. Master of Fine Arts, **Columbia University**, 1971. **LANGUAGES:** French, some German.