



Technical Writing • Policy/Compliance • Business Analysis • Resume Writing • Staffing

- ✓ Certified Small Business
- ✓ Certified Woman Owned Small Business (WOSB)
- ✓ Minority Owned Small Business

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CAGE # 5E2M7

PSC Code: T013

Technical Writer Consulting Services (TWCS), LLC is a full-service contract, consulting, and staffing firm with experienced, exceptional professionals specializing in the following areas of expertise:

- **Information Technology** – Full system development lifecycle (SDLC) documentation, including policies, plans, processes, and procedures, business process and gap analysis, requirements elicitation, and security awareness training.
- **Administrative and General Management** – Organizational and Program assessments to identify, recommend, and implement improved operations and develop supporting policies, reports, forms, and training. Professional staffing to fill permanent, contract, and temporary vacancies.
- **Marketing and Design** – Professional resumes and public profiles developed to maximize exposure and opportunities. Full website design and creation, from concept to content, graphics, to launch, online marketing, and support. Creation and full production of published marketing resources.

Core Competencies

- **Technical Writing**
 - [FISMA-compliant Policies and Procedures](#)
 - Information Technology Infrastructure Library (ITIL)
 - System Development Lifecycle (SDLC)
- **Business Analysis – Process Improvements**
- **Professional Recruiting and Staffing**
- **Resume Writing Services**
- **Web Design and Development**

Primary NIGP Codes

- **962-69-20** Personnel Services, Department of Information Resources Staffing (Dir IT)
- **961-90-95** Writing Services
- **961-90-00** Writing Services, All Kinds (Including Resumes, Calligrapher/Engrosser Services)
- **961-53-00** Marketing Services (Distribution, Research, Sales Promotions, etc.)
- **961-04-00** Artists (Including Digital Artists)
- **961-02-05** Administrative and Staff Level Services, Specialized
- **961-00-00** Miscellaneous Services, No. 1 (Not Otherwise Classified)
- **956-05-40** Policy Research
- **952-90-00** Training and Instruction (For Clients, Not Staff)
- **952-77-00** Research and Evaluation, Human Services (Including Productivity Audits)
- **924-41-00** Instructor-led, Classroom Training (Non-Technical)
- **920-75-00** Technical Writing and Documentation, IT Services
- **920-65-00** System Requirements Quality Assurance
- **918-90-00** Strategic Technology Planning and Consulting
- **918-88-00** Quality Assurance/Control Consulting
- **918-87-40** Purchasing Spec Writing, Consulting Services
- **918-87-00** Purchasing Consulting (Incl. Spec Development)
- **918-32-00** Consulting Services (Not Otherwise Classified)
- **918-06-10** Administrative Support, Consulting Services
- **918-00-00** Consulting Services
- **915-22-00** Communications Marketing Services
- **715-84-57** Writing and Spelling
- **715-47-83** Manuals, Training, Technical Educational Publications
- **715-47-00** Manuals: Parts, Personnel, Policy, Purchasing, Training, etc., Not Otherwise Classified
- **715-10-00** Books, Curriculum Guides, Directories, Magazines, Pamphlets, Periodicals, Publications, Reprints

TWCS' Service Commitment

- ✓ **Integrity** in our conduct and commitment to meeting our clients' needs.
- ✓ **Collaboration** with stakeholders to ensure favorable outcomes.
- ✓ **Diligent** application of the highest standards, resulting in quality deliverables that exceed our clients' expectations.
- ✓ **Protecting** our clients' interests and safeguarding the clients' data and other information.
- ✓ **Delivering** professional, quality products, on schedule, every time!

TWCS' Past Performance

Since 2008, our growing team has brought senior-level expertise to myriad federal and private projects, both as independent consultants and subcontractors.

Department of Energy: Compiled and documented systems' specifications and high-level system processes for 30 previously undocumented Energy Information Administration (EIA) systems and applications. Completed the annual certification and accreditation (C&A) assessment of 15 EIA systems, by interviewing staff, collecting and validating data, and reporting results.

- **Library of Congress:** Developed the *Data Center Shutdown and Recovery Plan, Incident Management and Communications Plan, and Change Management Standard Operating Procedures* for the Office of Strategic Initiatives in the IT Services Division.
- **Pan American Health Organization (PAHO):** Documented the process, roles, and responsibilities involved in the extremely secure, multi-faceted procurement, shipping, and distribution of vaccines, syringes, and related medical supplies under the organization's Revolving Fund program.
- **Peace Corps:** Developed Baseline Continuous Monitoring policies, processes, procedures, and forms that govern IT Services and operations agency-wide. Facilitated and managed Security Awareness Training for all general users, achieving 100% agency compliance by target date for FY14.
- **World Bank Group:** Assessed World Bank's high-volume, mail and freight shipping and receiving process. Identified gaps and risks in current operations, clarified best practices, and captured recommendations for improvements and enhancements. The final deliverable was sufficient for management to consider options for re-designing, replacing, or researching compatible commercial-off-the-shelf (COTS) applications to support the new design. In collaboration with Information Technology (IT) Services, developed strategies to rollout Windows 7 across Headquarters. Also developed User Tip Sheets and Quick Reference Guides for using and requesting IT equipment, applications, and services.

Other Relevant Experience:

Branding, Print, and Web Services: Design print collateral, ad campaigns, annual reports, presentations, digital photography, environmental design, proposal graphics, and web and promotional products, for an array of large and small businesses and organizations.