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PAUL MARKEY – CONSULTANT
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Tech Writing, Business Analysis, Graphic Design

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Radiation Resources Inc. is a fully-insured, independent consulting firm incorporated in New York State

See also **www.PaulMarkey.com**

CONTRACT ASSIGNMENTS

6/19 to present   **MAYSTREET INC.**, New York NY Tech Writer/business analyst
Head tech writer for financial technology team developing state-of-the-art market data delivery products serving blue chip capital markets clients worldwide. Supported products include real-time exchange data feed ingestion and normalization platforms as well as historical data storage and access, including RESTful API implementation. Creation of customized market data product proposals for both corporate and government agency customers. Creation of technical marketing materials used to introduce potential clients to the complex factors impacting rapid, high-integrity market data delivery. Creation of easy-to-comprehend architecture and process flow diagrams describing complex topics. Integrated publishing using Markdown, LaTex and Pandoc platforms.

3/19 to present   **AMALGAMATED BANK**, New York NY Tech Writer/Business Analyst
Research and writing business flow specifications describing complete quarter-end trust fund back-office processing. Wrote technical specifications, including flow diagrams, of all process details, including account data ingestion, cash transfer (Fedwire) instruction processing and account statement generation and publication. Interviewing, coordinating cross-business subject matter experts.

11/18 to 3/19   **THESYS CAT**, New York NY Tech Writer/Business Analyst
Research and writing architecture specifications surrounding the *Consolidated Audit Trail (CAT)*, an SEC-mandated data collection and query platform for maintaining order records submitted by 21 US equities and options exchanges, and by broker dealers. Architecture diagrams, in-depth technical descriptions of CAT infrastructure and process flows. Editing FINRA-distributed CAT system notes. Regular technical interaction with company executives and developers. Travel to South Carolina office.

10/14 to 11/18   **HBO**, New York NY Tech Writer/Business Analyst
Tech writer for DevOps/SRE team responsible for 24x7 reliability of HBO GO and NOW, the global streaming platforms for delivery of HBO programming. Researched and authored runbooks describing emergency trouble-shooting procedures used by DevOps/SRE staff. Extensive, in-depth interactions with developers and operation engineers. Authoring of InfoSec policy statements. Regular interactions with tech managers. Under-the-hood engineering/troubleshooting of home-grown, GitHub-based documentation publishing platform (Waterfront/TechDocs). Documentation of cloud-based technologies/tools, including Amazon Web Services (AWS), Unix, Splunk, Slack, cURL, Circonus, GitHub, Confluence/Wiki, AppDynamics, Grafana, Catchpoint, VictorOps, Conviva and Multi-Markdown language. Regular interviewing of incoming DevOps SRE job candidates. Periodic travel to HBO Seattle.

1/13 to 10/14   **THOMSON REUTERS/FXALL**, New York NY Tech Writer/Business Analyst
Created technical specifications for the firm's two electronic foreign exchange marketplace platforms, *Active Trading* and *Relationship Trading*. Top-to-bottom detailed documentation and diagramming of all system specifications and process flows, describing the automated FX trading process between market-makers (sell-side banks) and clients (the buy-side). Creation of single sign-on (SSO) specification. Contributing editor to CFTC compliance documentation, including *swaps exchange facility* (SEF) application. Creation of a trading support operations manual/runbook describing day-to-day maintenance and troubleshooting of FX trading systems.

11/12 to 12/12   **ROCKEFELLER GROUP INTERNATIONAL**, New York NY Tech Writer/Business Analyst
Created disaster recovery planning (DRP) document for RGI's data center, describing detailed failover and fallback procedures for all discrete IT applications and services. Production data center and DR site architecture diagrams.

4/12 to 11/12   **MORGAN STANLEY**, New York NY Tech Writer/Business Analyst
Created library of risk management procedures describing operational risk incident reporting across all business areas of the firm. Interviewing risk managers and reviewing existing documentation across all divisions to create original risk incident procedure documentation for each department.

2/12 to 8/12	**BOOKISH.COM**, New York NY Tech Writer/Business Analyst [limited, on-call hours] Created system architecture diagrams describing cloud computing network for new retail book sales service, offering titles from multiple publishers. Created data dictionary of online book information. Created API specification for publisher business partners.
3/11 to 12/11	**INTRALINKS**, New York NY Tech Writer/Business Analyst Created various user and administrator documents supporting the infrastructure operations team. Process/procedures documented includes Storage Area Networks (SAN) administration, Network Attached Storage (NAS) administration, workstation build procedures, general user workstation start-up procedures, firmwide hardware standards.
3/11 to 7/11	**ERNST & YOUNG**, New York NY Tech Writer/Editorial Consultant Authored a series of quick reference guides describing the firm's automated meeting scheduling systems, for use by non-technical employees. Created a 150-page administrator's user guide for *Reserve Personal Access*, an internal system used to schedule meetings and manage EY office space across North America.
6/10 to 4/11	**MORGAN STANLEY**, New York NY Tech Writer/Business Analyst Creation of a library of procedural documents describing daily, monthly and year-end disclosure of interest (DOI) review and filing procedures, performed by the firm's operations team for regulatory compliance. Creation of complete and detailed operations procedures, including concise flow diagrams, describing systems-based research of the firm's daily market positions and ongoing federal and FINRA filing requirements. In-depth interviews with business analysts and firm attorneys responsible for preparing and submitting SEC and FINRA filings related to DOI.
11/10 to 2/11	**DEUTSCHE BANK**, New York NY Tech Writer/Business Analyst Authored runbooks describing ongoing maintenance of equities trading floor systems, including *Smart Order Routing (SOR)* and *Alternative Trading System* (internal order book).
3/10 to 5/10	**MORGAN STANLEY**, New York NY Tech Writer/Business Analyst Creation of a detailed support model/runbook for *Eclipse*, a platform used for maintenance and provision of entitlements authorizations for applications firmwide. Research, analysis and step-by-step documentation of existing help desk (levels I, II and III) resolution and escalation procedures, software versioning and upgrade procedures, API libraries, backup contingency planning (BCP) and daily system maintenance procedures.
4/09 to 12/09	**MARKOV PROCESSES INTERNATIONAL (MPI)**, Summit NJ Tech Writer/Editorial Consultant Development of user documentation for *mpi Stylus*, a modular software application for complex analysis of fund manager return series, used by global client base of investment researchers, quants and risk managers. Testing and Q/A for fund manager analysis software. Authored quick-user guides. On-screen help text authoring.
4/08 to 10/09	**ERNST & YOUNG**, New York NY Tech Writer/Editorial Consultant Development of user guide for the *Integrated Workplace Management System*, a workplace facility and asset tracking/management system used daily by EY office managers across North America. Also, authored library of user guides describing systems used for emergency tracking of employee status, workplace incident tracking, and office security across EY's North American workplaces.
7/07 to 5/08	**DEUTSCHE BANK**, New York NY Tech Writer/Editorial Consultant Complete, multi-version documentation of the *FIX Interface Specification* for the firm's *autobahn Equity* trading system. This included design of all equities algorithmic trading system user interfaces and corresponding FIX-based coding specifications. Trading system project planning and proposal generation. Documentation of trade order methodologies and trading algorithms, including equities trade tracking system. Documentation of short sell equities trading system. Documentation of administrative system for on-lining equities trading clients.
1/07 to 1/09	**STANDARD & POOR'S**, New York NY Tech Writer/Editorial Consultant Research and creation of documentation library describing a family of portfolio analysis software products used for risk assessment and rating credit worthiness. Products include *CDO Evaluator*, *CDO Monitor*, *CDO Engine*, *CPDO Evaluator*, *Hedge Fund Evaluator* and *Small Business Portfolio Evaluator*.

8/06 to 5/07	**JEFFERIES & CO.**, New York NY Tech Writer/Editorial Consultant Head technical writer for trading floor systems development team. Research and creation of runbook describing comprehensive data warehouse platform supporting trade processing systems, including transaction accounting, vendor data feed normalization and trade commissions reporting. Detailed documentation and graphics describing complete trading system transaction order process flow. Creation of graphic presentations describing topics such as trade commissions processing and development proposals.
2/06 to 12/06	**CITIGROUP NA**, New York NY Tech Writer/Editorial Consultant Creation of library of user guides supporting *TreasuryVision*, a portfolio of web-delivered applications for use by global treasury clients. Topics include dealing and risk, cash flow forecasting, system security and administration. Creation of release notes describing system updates to business users. Document design, layout, research and authorship.
11/05 to 5/06	**REUTERS**, New York NY Tech Writer/Editorial Consultant Head tech writer for Equities Transaction Development group. Researching and creating reference documents describing the client/server systems infrastructure supporting equities transaction services. Creation of detailed data center installation guides, work instructions, system architecture documents and diagrams for legacy equities trading systems using the FIX protocol.
8/05 to 12/05	**BANK OF AMERICA**, New York NY Tech Writer/Editorial Consultant Head tech writer for the Global Corporate Investment Banking (GCIB) Data Management group. Researching and creating documents in support of *Atlas*, a securities data platform used companywide. Projects include user guides, technical specifications, quality assurance guides and departmental presentations.
7/05 to 10/05	**SVENSKA HANDELSBANKEN**, New York NY Tech Writer/Editorial Consultant (Swedish Commerce Bank) Tech writer and editor for IT Infrastructure group in New York. Consolidation of existing technology infrastructure specifications into a comprehensive 100-page *IT Policies and Procedures Guide*. DRP/BCP-related procedures. Editing, graphic design.
6/05 to 2/06	**STANDARD & POOR'S**, New York NY Tech Writer/Editorial Consultant Research and creation of 100-page customer users guide for *CDO Evaluator*, a proprietary spreadsheet application used for the structuring and complex analysis of collateralized debt obligations.
8/04 to 7/05	**MORGAN STANLEY**, New York NY Tech Writer/Editorial Consultant Head tech writer for the Resource Management Group, managers of global technology outsourcing. Editing of vendor site risk reports, department operations and process manuals and creation of outsource training webcasts. Creation and editing of related executive presentations.
5/04 to 12/04	**JPMORGAN CHASE**, Brooklyn, NY Tech Writer/Editorial Consultant Tech writer for Investor Services/Benefit Payments Group, managers of the firm's retirement benefit payments service. Creation of *InfoWeb User Guide*, a 150-page manual describing the online application used for managing, generating and reporting on retiree payments. Creation and editing of related executive presentations.
8/03 to 5/05	**PFIZER**, New York NY Tech Writer/Editorial Consultant Tech writer for online newsletter focused on firmwide infrastructure technology. Creation of 4-6 articles per month describing developments in networks, data centers and end-user computing. Duties included conducting interviews, drafting articles, fact checking and consolidating editorial input. Deadline-oriented environment. Authoring CTO employee communications.
12/02 to 3/04	**JPMORGAN CHASE**, New York NY Tech Writer/Editorial Consultant Head technical writer for firmwide technology Architecture & Strategy group. Creation of executive boardroom presentations and technical reference manuals related to firmwide technology infrastructure. Maintenance of group intranet site.
5/00 to 5/03	**GOLDMAN SACHS**, New York NY Tech Writer/Editorial Consultant Head technical writer for Enterprise Technology department. Editor of master service catalog describing all services offered to the firm. Creation of executive boardroom presentations. Systems user guides and one-sheet user aids. BCP-related documents. Web page development and department logo design.
12/02 to 3/03	**RADIAN ASSET ASSURANCE**, New York NY Tech Writer/Editorial Consultant Sole editor and researcher for creation of credit report boilerplate, used for compiling credit analysis information describing potential clients seeking insurance of fixed income securities. Creation of credit report-related user/reference guide.

4/02 to 8/02	**JPMORGAN CHASE**, New York NY <u>Tech Writer/Editorial Consultant</u> Sole editor and researcher for rewrite of library of documents related to *InfoPay*, the firm's benefit payments system. Documents included a 200-page user guide, on-screen automated tutorial, on-line help system and administration guide.
5/02 to 7/02	**DEUTSCHE ASSET MANAGEMENT**, New York NY <u>Tech Writer/Editorial Consultant</u> Sole writer and researcher of runbook for *Stable Value* system, an extensive investment management application for fixed income instruments. Sole writer and researcher of runbook and troubleshooting guide for *FX Blotter* system, a foreign exchange transaction tracking application.
4/99 to 2/03	**DEUTSCHE BANK**, New York NY <u>Tech Writer/Editorial Consultant</u> Development of all documentation for the Global Equities Data Management group, providers of market data to Deutsche Bank Securities. Includes creation of user guides, technical specifications, operators guides, executive presentations and assisting with web page development. Creation of quality assurance procedure documents, procedural flow diagrams and development specifications for market data systems used throughout the firm.
4/00 to 9/00	**TD WATERHOUSE**, New York NY <u>Tech writer/Editorial Consultant</u> Sole writer and researcher of *Policies and Procedures* document, describing worldwide site installation and maintenance standards for the global telecommunications department.
5/98 to 1/01	**MORGAN STANLEY DEAN WITTER**, New York NY <u>Writer/Web Site Developer/Editorial Cons.</u> Sole designer and developer of Enterprise Management intranet web site. Researching and writing run books and user documentation for infrastructure oversight and worldwide messaging (fax, E-mail) systems. Researching and writing articles for company wide technology newsletters.
9/99 to 4/00	**LEHMAN BROTHERS**, New York NY <u>Tech writer/Editorial Consultant</u> Head editor for master service catalog describing all technology infrastructure services offered across the firm. Creation of executive boardroom presentations.
3/99 to 4/99	**CHASE MANHATTAN BANK/AUTOMATED CONCEPTS INC.**, New York NY <u>Writer/Cons.</u> Creation of 100-page software specification describing VIEWS, a custom Visual Basic accounts payable system used throughout the firm.
5/98 to 6/98	**SOCIETE GENERALE,** New York NY <u>Tech Writer/Editorial Consultant</u> Sole writer/editor/designer of *PRET User Guide*, 50-page color operational guide to Investment Bank deal tracking system running on NT workstations. *Microsoft Word.*
12/94 to 3/99	**BANKERS TRUST CO.**, New York NY <u>Writer/Web Site Developer/Editorial Consultant</u> Head tech writer for bankwide technology infrastructure department. Creation of technical documentation and slide presentations. Creation and maintenance of all Intranet web sites. Sole editor/writer/designer of in-house financial systems newsletter.
2/97 to 3/98	**YMCA RETIREMENT FUND**, New York NY <u>Tech Writer/Editorial Consultant</u> Sole writer/editor/designer of all technical documentation in support of pension fund management systems, on PCs and mainframes. Creation of user manuals, handbooks, marketing brochures and job procedures for audit requirements.
9/94 to 8/96	**NYNEX**, 1166 Ave. of the Americas, New York NY <u>Tech Writer/Editorial Consultant</u> – Sole writer/editor/designer of *CP3 User Guide*, a 400-page document describing CP3, a Lotus Notes-based phone service order tracking system running in an OS/2 networked environment. Creation of on-line help using Doc-to-Help for PC software.
8/93 to 11/94	**MERRILL LYNCH & CO.**, World Financial Center, New York NY <u>Writer/Editorial Consultant</u> Sole writer/editor/designer for *TechTalk*, a two-color monthly newsletter. Responsible for all aspects of newsletter production, including reporting, editing, design, creation of graphics, layout, print file preparation and printer supervision. Articles on workstation-based systems used on the trading floor. Design and creation of archival binders for newsletter.

EARLIER ASSIGNMENTS

9/93 to 9/94	**BANKERS TRUST CO.**, New York NY
5/93 to 9/93	**CHASE MANHATTAN BANK**, Brooklyn, NY
8/92 to 3/94	**CHEMICAL BANK**, New York NY
3/93 to 5/93	**AMERICAN INTERNATIONAL GROUP (AIG),** New York NY
11/92 to 1/93	**CITIBANK NA**, New York NY
3/89 to 1/91	**WATERS INFORMATION SERVICES,** New York NY

EDUCATION

UNIVERSITY OF CONNECTICUT, Storrs CT

1982	BS, Electrical Engineering & Computer Science
1982	BA, English

NEW YORK UNIVERSITY, New York NY

1985	MA, English
1987	Ph.D. course work, English

SYSTEMS/CONCEPTS FAMILIARITY – *PARTIAL LISTING*

- Access database
- Acrobat (PDF create/edit)
- Agile/SAFe
- Amazon Web Services/AWS
- AppDynamics
- Apple iOS
- Backup
- Bash/command line/terminal
- BASIC
- Bluejeans
- Bus. continuity planning/BCP
- Catchpoint
- Circonus
- Clearance, settlement
- Cloud computing (AWS)
- Confluence
- Conviva
- Corel Draw
- Corel PhotoPaint
- CSS
- Disaster recovery (DR)
- Doc-to-Help
- DOS
- Dreamweaver
- Excel
- Fedwire
- Fireworks MX
- FIX transaction protocol
- Flash MX
- Foreign exchange trading
- Freelance Graphics
- FTP
- Git/GitHub
- Google Docs, Sheets, GMail
- Grafana
- HTML
- Intel Assembler
- Jira
- Kubernetes/Kubectl
- Latex
- Markdown language
- Market data delivery
- Microsoft Office
- Pagemaker
- Pandoc
- Photoshop
- Post-trade processing
- PowerPoint
- Regulatory (financial)
- Risk management
- SharePoint
- Site Reliability Engineering
- Single sign-on
- Slack
- Snag-It
- Splunk
- Systems architecture
- Trading system technologies
- Visio
- VictorOps
- Web page design
- WebEx
- Windows
- Word

Document Samples and References Available On Request