

**Dennis A. Coyle**  
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## Skill Areas

- Coding HTML and CSS.
- Designing user-friendly web pages.
- Creating interesting designs incorporating topic-based navigation.
- Complying with US Federal Section 508 accessibility requirements.
- Validating HTML documents to the World Wide Web Consortium's (W3C) HTML 4.01 Transitional, XHTML 1.0 Transitional, and XHTML 1.0 Strict standards.
- Using Dreamweaver, HomeSite, and other tools to create and publish HTML.
- Using Microsoft Office, PaintShopPro, Adobe Acrobat, and other applications to create other documents and files related to web design.

## Work Samples

(Additional work samples archived at [www.dacoyle.com/dacoyleresume.html](http://www.dacoyle.com/dacoyleresume.html).)

- [www.fhwa.dot.gov/hep/](http://www.fhwa.dot.gov/hep/)
- [www.maryhynes.org](http://www.maryhynes.org)

## Experience

- **Web Developer, Federal Highway Administration, Washington, DC. (Contractor, Indus Corp.) October 2000 to present.** Maintain and update all pages for the FHWA Office of Environment, Planning, and Realty. Convert new documents and update existing documents to match FHWA style requirements. Validate HTML code to W3C standards using HomeSite, Dreamweaver, and online resources. Perform quality assurance on other teammates work. Worked with FHWA Web Master to update entire site to new standards and design including implementing Cascading Style Sheets and Section 508 requirements. [www.fhwa.dot.gov/hep/](http://www.fhwa.dot.gov/hep/)
- **Web Designer/Web Master, CyberHost, Arlington, VA. August 1999 to June 2000.** Designed web sites for corporate clients. Worked with graphics artist and designer to improve existing client web pages. Defined network settings to implement new domain names. Also maintained e-mail accounts, troubleshot customer requests, and tested HTML pages to ensure client requests were met.
- **HTML writer, Bell Atlantic Global Networks, Inc., Arlington, VA. April 1999 to July 1999.** Wrote and published HTML for corporate Internet and intranet, maintained and updated existing documentation, converted existing documentation from Microsoft Word to HTML format, wrote new documents, and assisted in maintaining a large documentation library.
- **Technical Writer, FDIC, Arlington, VA. (Contractor, Ciber, Inc.) July 1998 to January 1999.** Wrote online HTML troubleshooting guides and programmer reference materials for the corporate intranet. Online support materials were for an FCC expense report system. Designed and wrote online materials used by the help desk.
- **Senior Technical Writer, Citicorp, Reston, VA. March 1998 to June 1998.** Wrote, edited, and maintained documentation, online Help, and HTML based Help for internal software used by national Citicorp offices. Followed and updated established guidelines for writing and formatting help files and documents, using the Microsoft Manual of Style and corporate style standards. Collaborated with developers to design and review user interfaces. Reviewed GUI and worked with developers to improve program usability.

- **Senior Technical Writer, SoftMed Systems, Inc., Bethesda, MD. October 1993 to March 1998.**  
*Responsibilities* included designing, writing, and maintaining online Help, software documentation, and HTML documents. Wrote and updated online Help for Windows applications, hard copy user documentation, and HTML documents for corporate web site. Assisted in the training of junior writers. Coordinated with Technical Communications manager to schedule priorities for all department projects. Assisted Technical Communication Department manager with various administrative duties including standards documentation and assisting with hiring decisions.
- **Customer Support, Micro-Integration Corp., Friendsville, MD. September 1992 to October 1993.**  
Responded to customer questions on a product line of IBM emulation and file transfer software packages. Reproduced software problems before notifying the development and tested new products before release. Wrote standardized fax letters for customer responses. Reviewed and edited the Customer Support Training Manual.
- **Technical Writer, Federal Information Center, General Services Administration (Contractor, Biospherics, Inc.), Cumberland, MD. December 1991 to September 1992.** Wrote abstract information for the database used by Information Specialists, including descriptions of federal government departments, agencies, programs, laws, and other related areas. Reviewed and corrected existing database information for content, clarity, and style. Researched information not in the database or references by contacting the associated office, verified incorrect information in the database, and performed data entry.
- **Account Manager, Kastle Systems, Inc., Arlington, VA. February 1987 to January 1991.** Oversaw over 40 computerized office building access control/security accounts. Met with commercial office building property managers, engineers, and tenants to provide on-site problem resolution. Prepared security analyses of commercial office spaces and demonstrated security system options to clients. Wrote proposals for suite security systems and commercial office building access control systems. Reviewed security databases and edited entries for consistency. Promoted to Account Manager April 1988.

## Volunteer Work

- Web master, Arlington Gay and Lesbian Alliance (AGLA) [www.agla.org](http://www.agla.org) November 1998 to October 2000, June 2002 to February 2010.
  - 2004: third redesign updating code to XHTML Strict standard with CSS layout.
  - 2002: second redesign implementing W3C standards.
  - 1998: redesigned site based on a brochure with version organized by subject.
- Web master, Virginia Partisans Gay and Lesbian Democratic Club January 2001 to January 2007.
- Web master, various Northern Virginia political campaigns. See my Work Samples for examples. January 2003 to present.

## Education and Training

- Introductory and Intermediate HTML, New Horizons Learning Center, Tysons Corner, VA. October and December 1997.
- MBA, Frostburg State University, Concentration in Technical and Professional Communication. Program included classes in Technical Writing, Editing and Production, Persuasive Writing, and Writing for Publication. May 1993.
- B.S. Speech Communication, Frostburg State College. Minors: Accounting and Business Administration. December 1986

## Awards

- President's Excellence Award, Indus Corp. January 2004
- Volunteer of the Year Award, Virginia Partisans Gay and Lesbian Democrats. October 2003