

Kissimmee, Florida

[Carol.Harstad@gmail.com](mailto:Carol.Harstad@gmail.com)[linkedin.com/in/carolharstad](https://www.linkedin.com/in/carolharstad)**PROFESSIONAL PROFILE**

Active DoD secret clearance. Systems Engineer with experience in full system design and life cycle, designing and developing PC simulation software, applications, and web sites using several scripting and programming languages. I completed my MS degree in information systems with a concentration on Software Engineering Management and a GPA of 3.917. My skills include identifying, analyzing and improving processes, safeguarding confidential information, project management, writing and maintaining technical documentation and user manuals, delegating tasks, establishing priorities, and meeting strict deadlines.

**SKILLS**

**General Skills:** Working independently as well as on a team; safeguarding confidential information; generating reports; writing and maintaining technical publications, user manuals, and other documentation; written and oral communication; problem solving; establishing priorities; meeting deadlines; process improvement; instructional systems design; training; technical writing; data entry & retrieval

**Engineering, Software Tools, Code Management, and Collaboration:** System Analysis & Design, UML & Data Modeling, Process Improvement, Writing System and Software Requirements, Quality Assurance, Quality Control, Testing, Project Management, Report Design & Generation, JIRA, Crucible, FishEye, Confluence, Perforce, DOORS, MS SharePoint, Tortoise SVN, AIM II v.5.0

**Programming/Design:** Enterprise Architect, MS Visio, Unreal Engine 4, Visual Studio, SQL, Flash Professional CS5.5, ActionScript 3.0, FlashDevelop 4.5, StarUML, Java (Classroom), FoxPro, VBScript, JavaScript, Clipper, C, C++, MS Access, Visual Basic, Photoshop, Paint.net, PaintShop Pro X7, Windows, Unix

**Web Development:** XHTML, HTML, DHTML, CSS, PHP, MySQL, XML, and Joomla

**EMPLOYMENT HISTORY****Cubic Global Defense**

2001 Oak Ridge Road, Orlando, Florida 32809

407-859-7410

09/2014 – 03/2016

**Systems Engineer/Team Lead/Product Owner for ISO Certified Defense Contractor**

[Project – U.S. Navy, Littoral Combat Ship (LCS) 3 and 4, Virtual Training Simulation (Gaming System)]

- Product Owner of internal encoding tool; responsible for testing it, using it, and training encoders on its use
- Team Lead for cross-functional production and support teams for instructional design, encoding, game content development, sim modeling, art, and SMEs
- Provided multiple status reports to management based on tracked JIRA issues
- Maintained documents to ISO 9001 Standards
- Maintained procedures and processes in accordance with ISO 9001
- Work closely with team members to research and resolve discrepancies
- Maintained JIRA dashboards, issue tracking, pie charts and other charts for reporting to management
- Hand-coded hundreds of XML files based on the schema required by game and manually updated the files based on schema updates
- Used tools for encoding and storyboarding to save encoded procedures and storyboards to the master database
- Used Unreal Engine 4 to modify game content as needed
- Developed XML syntax/script to code step-by-step actions (encoded procedures; XML translations of Navy procedures) of avatars (for use in Unreal game engine) for training simulation
- Analyzed subtasks needed for delivery of lessons, including researching government comments, internal bug reports, and support issues generated by other teams
- Modified content of HTML knowledge-based training materials
- Developed/modified processes, checklists, and training materials used by encoding team
- Developed process for production team and trained team members on encoding process
- Maintained Confluence Wiki with training materials, including frequently asked questions (FAQ)

**Instructional Systems Designer / Systems Engineer/Analyst for ISO Certified Defense Contractor (temp to perm)**

[Project – GATP, US Navy, Multiple systems on the E-6B Boeing Aircraft]

- Acted as internal SME on projects
- Maintained an Agile Scrum Development Environment
- Analyzed systems and prepared design documents, UML diagrams, and needs assessments
- Wrote system and software requirements for level 4 IMI (aircraft simulators)
- Wrote acceptance test plans (ATP) for level 4 IMI
- Maintained documents to ISO 9001 Standards
- Maintained procedures and processes in accordance with ISO 9001
- Work closely with customer, programmers and artists to research and resolve discrepancies
- Performed root cause analysis and tracked corrective and preventive actions with Excel spreadsheets
- Participated in ISO audits by ensuring that all documentation was standardized and available to other employees
- XML programming
- Prepared project documentation such as the Instructional Media Design Package (IMDP), Software Design Description (SDD), Software Test Description (STD), Training System Support Document (TSSD), etc.
- Prepared for project reviews including the System Requirements Review (SRR), Preliminary Design Review (PDR), Critical Design Review (CDR), and more
- Manipulated graphics and photos
- Wrote storyboards and designed training for technology-delivered instruction (CBT, WBT, etc.)
- Used established methodologies in all stages of the instructional design process, including needs assessment, analysis, design, development, implementation, and evaluation
- Worked with Graphic Artists, Programmers, and other Subject Matter Experts in the development of interactive multimedia courseware

**Communications Coordinator for Realtor® Association (temporary position)**

- Managed all aspects of the web, including creative design, writing, and content
- Served as production editor of the association magazine; Oversaw all aspects of editorial and photographic content, design, printing, and mailing
- Developed interactive electronic communications from the association to its members, including the electronic publication of a weekly newsletter
- Spearheaded a social media plan
- Disseminated information to association members and staff
- Developed and placed advertisements throughout the Central Florida community
- Wrote and issued custom press releases that impacted the Real Estate community

**Operations Specialist for Internet Data Company (Temporary for one month, then permanent)**

- Built incoming data feeds based on clients requirements using VBScript
- Built outgoing data feeds based on publishers specifications using VBScript; for comparison shopping sites such as Google Shopping, Yahoo Shopping, Shopping.com, Shopzilla, Amazon, and more
- Created, updated and maintained retailer web pages with links and tracking codes in HTML and JavaScript
- Created client shopping site web pages while keeping the clients original retail web layout
- Set up dealer lists and SKU groups and onboard new retailer data feeds
- Troubleshoot and corrected errors in data feeds
- Responded to client support requests by addressing and troubleshooting, testing, and implementing a solution
- Used VBScript to develop custom functions to manipulate data
- Analyzed and reviewed incoming data feeds to ensure they contained key elements needed for outgoing data feeds
- Performed quality control and testing to ensure outgoing feeds met specifications set forth by the publishers

**Superior Technical Resources** 8810 Commodity Circle, #5, Orlando, Florida 32819  
407-370-9093 09/2006 – 03/2007

- Secretary/Technical Publications** (*Temporary Assignment, Walt Disney Imagineering (WDI), Lake Buena Vista, Florida*)
- Assisted the director with Projects (such as Nemo and Friends)
  - Assembled technical publications
  - Created, maintained, and troubleshot excel spreadsheets

**Webinique Design** 1240 Apopka Lane, Kissimmee, Florida 34759  
407-572-3684 10/1999 – 03/2007

- Self-employed web designer/consultant**
- Designed, created, and published websites using XHTML, DHTML, CSS, PHP, MySQL, and JavaScript for various companies including TNT Satellite, Widewater Auto Parts, Sterling Mortgage Corporation, The Greasy Tool Garage, and more
  - PC maintenance and computer/Internet training
  - Monthly billing for a salvage company
  - Created resumes, newsletters, graphic art, letterhead design, business card design, personal data cards, invitations, advertisement mailings and more
  - Programming various applications using C, C++, Light usage of Flash

**GCR Tire Centers (Bridgestone Americas Corp)** 3400 S. Pine Avenue, Ocala, Florida 34471  
352-732-5200 01/14/2005 – 05/15/2005

- Office & Credit Manager for national tire company**
- Coded for General Ledger
  - Performed accounts payable, accounts receivable, and credit and collections
  - Submitted payroll to corporate
  - Cashed out each day and prepared and made deposits
  - Audited invoices on a daily basis to ensure accuracy, entered inventory receipts into the computer, added new inventory items, and modified existing inventory items
  - Researched inaccuracies in the count of on-hand inventory

**Ocean Systems Engineering Corporation (OSEC)** 24 Onville Road, Suite 101, Stafford, Virginia 22556  
540-657-4466 05/19/2003 – 09/15/2004

- Instructional Designer / Technical Writer / Training Specialist**
- Developed and produced instructional material for use in the development of interactive courseware (CBT and WBT) on technical based subject matter relating to computer hardware/software, communications, local and wide area networking and other assorted topics
  - Wrote the scripts/storyboards for courseware
  - Coordinated with graphics designers and programmers on the layout of the courseware
  - Coordinated with SME's to obtain required information for courseware
  - Created unique interactive training presentations in MS PowerPoint and videos for CD-ROM delivery
  - Gathered and manipulated photo, video, and audio files

**NOS Communications** 4380 Boulder Highway, Las Vegas, Nevada 89121-3002  
702-547-8000 08/1998 – 08/1999

- Programmer/Analyst**
- Analyzed, planned, developed, modified, tested, and maintained applications (in C, FoxPro, and Clipper) used to track sales for, and generate commission's reports for the sales employees, sales managers and branch managers
  - Worked directly with the Director of IS and the Operations Supervisor to perform other programming tasks

**Nomadic Display** 7400 Fullerton Road, Suite 134, Springfield, Virginia 22153-2830  
703-866-9200 07/1997 – 08/1998

- Programmer/Analyst – Certified SBT/FoxPro Programmer** for pop-up display manufacturing company
- Modified the SBT Accounting Program to fit the needs of the company
  - Analyzed, planned, developed, tested, modified, and maintained applications in FoxPro to be used for marketing and accounting purposes

<b>User Technology Associates</b>	950 North Glebe Road, Arlington, Virginia 22203-1824
703-522-1711	01/1996 – 05/1996

**Programmer/Analyst** for technology consulting company

- Completed a contract with the Naval Sea Systems Command in Crystal City, Virginia
- Analyzed, planned, developed, tested, maintained, and modified various applications and programs for NAVSEA in FoxPro

<b>Morant Data Company</b>	N. Royal Street, Alexandria, Virginia 22314
(Company no longer in operation)	11/1991 – 01/1996

**Production Supervisor – Programmer/Analyst**

- Met with clients to determine their data needs, data collection
- Wrote, tested, maintained, and updated the reusable software package modules in FoxPro
- Made client-specific modifications in FoxPro
- Supervised four programmers, the documentation specialist and support specialist, and trained new programmers
- Maintained the software library, keeping all reusable programs up-to-date, documented, and converted

**Technical Administrator/Coordinator**

- Participated in the reorganization and development of a new line of software applications and trained new employees
- Tested all programs and compared them to the functionality requirements set forth by the clients
- Maintained same responsibilities as when Documentation Specialist

**Documentation Specialist / Technical Writer**

- Created/maintained all internal programming/technical documentation and all client-specific end-user manuals and installation instructions for the company's software package
- Used FoxPro to update, maintain and provide reports from various databases

**RECENT PROJECTS**

- U.S. Navy – Littoral Combat Ship (LCS) Mission Bay Training Simulation
- U.S. Navy – GATP, Multiple PC Simulations for the maintenance, repair and rebuilding of equipment for the E-6B TACAMO Aircraft (Boeing)
- U.S. Navy – Computer Simulations for the Center for Surface Combat Systems (CSCS), Communication Radio System

**EDUCATIONAL BACKGROUND**

<b>Woodbridge Senior High School</b>	Woodbridge, Virginia
H.S. Diploma - Vocational (Mechanical Drafting, Architectural Drafting, and CAD, Automotive Tech.)	Completion: 06/1986

<b>Strayer University</b>	Washington, DC
Diploma - Information Systems, Programming	Completion: 06/1994    GPA: 4.0
Bachelors of Science – Computer Information Systems – Cum Laude	Completion: 06/2005    GPA: 3.675
Master of Science in Information Systems (Software Engineering Management)	Completion: 09/2009    GPA: 3.917

**CERTIFICATIONS**

<b>Alison Online Courses</b>	<a href="http://alison.com">alison.com</a>
Certification Diploma in Project Management	Completion: 04/2016    Pass
Certification Diploma in C Programming (refresher)	Completion: 06/2016    Current

<b>Open2Study</b>	<a href="http://Open2Study.com">Open2Study.com</a>
Swinburne University of Technology    Concepts in Game Development	Completion: 04/2016    Pass

**HONORS AND ACHIEVEMENTS**

Undergraduate President's List	3 quarters	Undergraduate Honor Roll	8 quarters
Undergraduate Dean's List	3 quarters	Carley Corporation Employee of the Month	March 2014

## PROFESSIONAL MEMBERSHIPS

**Alpha Chi Honor Society**, *Lifetime member*

**Notary Public**, *State of Florida, 2009-2013*

**Florida Notary Association**, *Member, 2009-2013*

**IEEE**, *Member, 2006-2013*

**Notary Public**, *Commonwealth of Virginia, 1990-1998 & 2003-2007*

**Girl Scouts of America - Heart of Florida Council**, *Past Troop Leader of Troop #388, Junior Girl Scouts, 2006-2007*