

Ed Desautels

Lifelong creative and wordsmith who speaks the language of business

Summary

I'm a seasoned technical and business writer with more than 17 years of experience in the internet, network security, computer security, and software engineering industries. I'm particularly skilled in rendering highly technical content understandable for a non-technical audience. Throughout my career I've worked on a wide range of assignments—alone or in collaboration with designers, illustrators, and production specialists—to produce compelling and effective communications for the organizations I've served.

Specialties:

- Business writing
- Editing
- Public relations writing
- Feature writing
- User documentation
- Customer communications
- Internal communications
- Web site content development
- Web site management

I'm also a writer of innovative literary fiction and lifelong student of same. I believe my experience as a fiction writer complements my work as a commercial writer and editor, extending my verbal range and my ability to meet difficult communications challengers with verve and panache.

My novel *Flicker in the Porthole Glass* was published by MAMMOTH Books in 2002 and drew favorable notice in *The Review of Contemporary Fiction*, which called it “an aural event both jagged and elegant, assaultive and inviting, that moves with the clipped, dangerous, urgent kinesis of hard bop jazz.” Noted novelist Paul West observed that *Flicker in the Porthole Glass* “has elegant momentum, a strong narrative drive, a host of articulate phrases, and genuine fascination. Not a syllable goes to waste, not a sentence seems otiose. It crackles and flashes with wit, verve, and earthy contrasts.”

My short fiction has appeared in *Haydens Ferry Review*, *The Little Magazine*, *Pennsylvania English*, and *Stolen Island Review*. Most recently, my short piece "The Rapture of Sorrowful Things" appeared in volume 25 of the journal *War, Literature & the Arts*. My fictive-critical essay, “Totally Wired: Prepare Your Affidavits of Explanation,” appeared in the anthology *Retaking The Universe: William S. Burroughs in the Age of Globalization*, published by Pluto Press in 2004.

I am currently at work on the novel *Housebreaking the Muse*, the novella *KORPORATION*, and the collection of bio-fictional shorts, *Evocations*.

Professional Experience

Senior Writer/Editor at Software Engineering Institute, Public Relations Department, Carnegie Mellon University, Pittsburgh, PA

May 2011 - Present

- Write articles for the SEI News section of the Institute's website.
- Edit and manage the Software Engineering Institute Year in Review.
- Field media inquiries.
- Prepare and edit biweekly SEI Bulletin
- Create and edit miscellaneous communications that help tell the story of the Software Engineering Institute.

Editorial Lead, CERT Information Services at Software Engineering Institute, Technical Communications Department, Carnegie Mellon University, Pittsburgh, PA

June 2010 - May 2011

- Supervised a team of technical writers and editors supporting the CERT Division of the Software Engineering Institute.
- Assigned incoming projects and managed workload across the team to ensure on-time, high-quality delivery of documents that met or exceeded customer expectations.
- Mentored new staff.
- Assisted the manager of CERT Information Services as required, covering in her absence.
- Performed the duties of senior writer-editor.

Senior Writer/Editor at Software Engineering Institute, CERT Information Services, Carnegie Mellon University, Pittsburgh, PA

April 2004 - May 2011

- Created, edited, and maintained a variety of content on the CERT, US-CERT, and Q-CERT web sites
- Edited numerous technical papers written for CERT sponsors on a variety of topics, including artifact
- analysis, aggregated data security, and network situational awareness
- Edited numerous papers and reports targeted to the at-large information security and management communities, including the articles comprising CERT's Insider Threat Series co-written with the U.S. Secret Service and published in CXO Magazine
- Wrote informational papers intended for the general public on wireless security, end-user license agreements, and email scams; papers published on the US-CERT web site
- Held Secret security clearance granted by the Defense Industrial Security Clearance Office

Customer Communications Manager at Arbor Networks, Lexington, MA

June 2001 - October 2002

- Wrote Arbor Networks Implementation and Support Guide
- Edited and managed production for Arbor Networks technical documentation: installation and user guides for Arbor's Peakflow DoS and Peakflow Traffic solutions
- Transitioned technical documentation production to XML-based work flow; aligned with product engineering requirements to enable more efficient online help file creation
- Managed the development and implementation of Arbor's customer support web site
- Developed content for customer support extranet

Customer Communications Manager at NaviPath, Andover, MA

October 2000 - June 2001

- Wrote and published NaviPath Implementation and Support Guides, white papers, service announcements, and content for the NaviPath public web site
- Developed "NaviComm," an ongoing initiative to evaluate and improve communications between the NaviPath support organization and its customers
- Articulated and managed requirements for improvements to NaviPath's customer relationship management (CRM) application to facilitate internal and external event management communication
- Developed and managed CRM components of NaviPath support process program

Customer Communications Coordinator at Genuity/GTE Internetworking/BBN Planet, Cambridge, MA

April 1997 - October 2000

- Wrote, edited, and managed the production of the Genuity Customer Newsletter; created online version
- Wrote and edited first and second edition of Working With Customer Care (guide for customer technical contacts)
- Wrote, edited, and distributed all customer communications originating from Customer Care and, in some cases, the various lines of business
- Represented Customer Care in the planning, development, and deployment of Customer Support Online (CSO), Genuity's customer support extranet, from June 1997 to October 2000
- Managed the initial mass rollout of CSO, July through September, 1998, communicating to more than 5,000 Genuity customer contacts
- Developed and deployed content for the CSO Information Center, Request Center, and Welcome Center
- Prepared and delivered numerous CSO and Customer Care presentations to internal and customer audiences

Editorial Assistant/Office Administrator at nSight, Inc., Cambridge, MA

September 1994 - March 1997

Writer at Penn State University, College of Arts & Architecture, Office of Public Information, University Park, PA

August 1992 - May 1994

Editorial Assistant at *The American Journal of Distance Education*, University Park, PA

1989 - 1992

Significant Publications***Flicker in the Porthole Glass: a novel***

MAMMOTH Books, August 2002

Totally Wired: Prepare Your Affidavits of Explanation

Chapter in *Retaking the Universe: William S. Burroughs and the Global Order*, Pluto Press

May 20, 2004 Authors: Ed Desautels

Numerous short works of fiction and novel excerpts, 1994 -Present

Haydens Ferry Review, Little Magazine, Stolen Island Review, Pennsylvania English, War Literature & the Arts

Education**Penn State University**

MFA, English (Fiction Writing), 1991 - 1994

Honors and Awards

- 2013 Golden Triangle Award of Excellence for 2012 SEI Year in Review, International Association of Business Communicators, Pittsburgh Chapter
- 2011 Seven-Year Service Award, Software Engineering Institute
- 2007 SEI Appreciation Award, CERT Program, Software Engineering Institute
- 1998 GTE Chairman's Leadership Award
- 1998 GTE Internetworking Customer Care Employee of the Year
- 1994 Associated Writing Programs Intro Award for "Gene Krupa's Never-Before-Published Science Fiction Story"