

James Zipadelli
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Profile

Dedicated and creative technical support professional. Strong verbal, listening, and writing skills. Comfortable with public interaction and communicating with all levels of the organization. Negotiates and solves problems quickly, accurately, and efficiently. Manages and multitasks with both small and large projects. Diverse background includes journalism, customer service, and federal agencies. Committed to quality and excellence.

Skills summary

- **Microsoft Office, including Microsoft Visio 2010**
- **Associated Press (AP) Stylebook and Chicago Manual of Style**
- **SnagIt!**
- **Adobe Acrobat Reader/Professional**
- **SharePoint**
- **Previous experience with correspondence systems (VAIQ, VIEWS)**
- **Recording software: Audacity**
- **Video software: Zoom, Citrix, Screencastomatic**

Professional Experience

US Department of Veterans Affairs, Washington, DC, GS-12, step 2 July 2012 - present
Technical Writer/Editor, CFM Office of Programs and Plans, Quality Assurance Service

8 years of federal service; 35-40 hours per week

- Manages the Policy and Procedure Management Program for the Office of Construction and Facilities Management (CFM) for Quality Assurance Service (QAS). QAS is responsible for the Compliance Review Program which provides independent and objective assessments of all CFM business lines.
- Since 2012, I currently oversee a national program from VA Central Office (VACO) and provide research to assist CFM's Subject Matter Experts in the production of CFM Policies, Standard Operating Procedures, manuals and guides from inception to approval. CFM SMEs include architects, engineers, cost estimators, Regional Office Directors, and Front Office staff. The Policy and Procedure Management Program was put in place to comply with OMB Directive A-123, Management's Responsibility for Internal Control. In support of this directive, I bring issues related to the Major Construction, Super Construction and Lease Programs to CFM executives for discussion and resolution.
- I created the policy infrastructure for the Policy and Procedure Management Program. I guide CFM SMEs in creating a message to the CFM Executive Leadership Team on documents in production, their significance to CFM's mission, and why they are worth their attention and support. All five CFM component offices currently use the templates created for the Policy and Procedure Management Program to seek approval from the CFM Front Office.
- I created a CFM Glossary of Definitions using existing approved CFM Standard Operating Procedures. Currently this glossary has over 150 definitions that CFM Subject Matter Experts can refer to when creating CFM Policies, Procedures, manuals and guides. The Glossary of Definitions standardizes common definitions, to the extent possible, that are used in multiple VA and external industry documents. Examples of documents that CFM regularly uses for decision-making include the Project Management Book of Knowledge (PMBOK) the VA Financial Policy Volumes and the Procurement Policy Memorandums created by the VA Procurement Policy and Warrant Management Service.
- Understands the mission and functional elements of CFM and establishes partnerships and networks to

effectively guide technical writing efforts. Works with individuals and teams from multiple CFM component offices so that efforts are well-intentioned and that a solution is created.

- I currently assist the CFM Front Office and executives on the production and cataloging of CFM's highest level of policies, procedures, manuals, and guides. This is accomplished in three ways. First, the **Policy and Procedure Management Schedule** is open to all CFM executives and staff on the Policy and Procedure Management SharePoint page. The schedule automatically updates to let management know what Policies, Procedures and other documents are approved, in renewal, or beyond the renewal cycle. CFM Policies and Procedures are updated every 24 months. The Policy and Procedure Renewal Schedule also notes the appropriate Responsible Office, the Policy Lead, and the status of the package. Second, the **Processing Durations of CFM Policy Memos and SOPs** Excel spreadsheet shows when SOP/Policy packages, manuals and guides have been received and concurred upon by each CFM component office. Third, the CFM Leadership Team or Programs and Plans Leadership request **upcoming status updates** on CFM Policies and Procedures up for approval. These status updates are done in Word.
- 22 SOP packages, 25 Policy Memos and 1 rescission notice were processed in 2019.
- 13 SOPs, 23 CFM Policy Memoranda and 5 rescission notices were approved by the CFM Executive Director in 2018.
- 22 SOPs and 17 CFM Policy Memoranda approved by Executive Director, CFM in 2017.
- I reviewed, edited, and provided feedback to the Office of Acquisition and Logistics (OAL) on the Acquisition Management Program Framework (APMF) Policy and Procedures Manual. The manual is a 70-page document with a 411-page appendix.
- I created three how-to guides to support SOPs.
- I have previously served on the Trusted User Group (TUG) in VIEWS for CFM. When asked, I assist with providing CFM staff members assistance in VIEWS including submitting help desk tickets for new users in the organization. I also assist with correspondence management when asked from the CFM Front Office.

US Department of Veterans Affairs, Washington, DC

September-December 2019

Technical Writer/Editor (On detail) Office of Diversity and Inclusion (ODI)

35-40 hours per week, F/T

From September to December 2019, I was detailed to the VA Office of Diversity and Inclusion. They asked for technical writing expertise in several areas. CFM provided me the professional opportunity to assist this organization. Here are several accomplishments:

- I assisted in the editing and writing of VA Handbook 5005/67, Staffing, Selective Placement Program. This project took several hours of conference calls, working with ODI's National Disability Program Office, and several hours of editing and research.
- I created an Interagency analysis and submitted five recommendations to support ODI's National Disability Program. To create the recommendations, I worked with team members from the US Department of State; the Department of Labor; and Health and Human Services. These recommendations were submitted to higher-level individuals for further discussion.
- As a member of the Interagency Task force on Veterans Employment, I contributed to a discussion about the high level of termination of Veterans. I submitted additional questions to the Program Manager for the Veterans Employment Service Office (VESO) for further action.
- I assisted with updating Selective Placement Program Coordinator roster. A total of 18 Selective Placement Program Coordinators were identified for staff offices within VA Central Office.

US Department of Veterans Affairs, Washington, DC

Project Lead, CFM Office of Programs and Plans, Helping Organizations Pursue Excellence (HOPE) January 2017-present

- My positive experience with CFM was the inspiration to create HOPE in 2016-2017. The goal is to create a resource for employees and managers to elevate similarly high-performing employees like me, using different hiring authorities (Schedule A, Pathways, Veteran's Preference) as an option to hire qualified staff.

- With CFM approval, I have facilitated discussion topics with VA speakers on a quarterly basis. Past topics included: Telework as a Reasonable Accommodation (2019) Workforce Recruitment Program (2018).
- I've shared my positive experience at CFM at the State Department Disability Action Group (March 2019); Bard College (April 2018) and the VA Office of Diversity & Inclusion (December 2017). The Office of Personnel Management (OPM) and the Department of Labor (DOL) have also shown interest.
- I was awarded the VA Secretary's Diversity & Inclusion Excellence Award for 2018.

Contractor, Agensys Corp., Dulles, VA March 2012 - June 2012
 Technical Writer, Administrative Office of US Courts, Washington, DC 35-40 hours/week F/T

- I edited a 30-page Project Management Plan, a Risk Management Plan, and a Security Plan for the Bankruptcy Administrators Information Management System (BAIMS) project for the AOUSC.
- I created an Executive Summary for the BAIMS project and took meeting minutes for two Bankruptcy Administrator (BA) meetings
- I created a spreadsheet with 250+ requirements to support the BAIMS project.
- The contract was ended early because I finished all of my performance deliverables.

Contractor, Parker Tide Corp., Washington, DC April 2011 - December 2011
 Technical Writer, US Department of Veterans Affairs 35-40 hours/week F/T

- As a technical writer for the Office of Resource Management, I wrote and edited four Standard Operating Procedures. These SOPs were signed by the Acting Executive Director, Office of Construction and Facilities Management (CFM), Mr. Bob Neary. Two of the SOPs were from the Office of Programs and Plans, Quality Assurance Service.
- I edited, proofread, and updated a 47-page Project Management Plan.
- Created a how-to guide for CFM staff on how to create flowcharts in Microsoft Visio.
- Edited a 250-page Contracting Standard Operating Procedure Manual from 2009.

Contractor, Parker Tide Corp., Washington, DC September 2010 - December 2010
 Writer/Editor, US Federal Reserve Board of Governors 35-40 hours/week F/T

- As a Writer/Editor for the Office of Board Members, I assisted five editors and frequently exceeded deadlines on assignments while creating a quality product. The most interesting project was a presentation between the Federal Reserve Board of Governors and the Bank of France.
- I proofread, edited, and updated Federal Regulations in the Federal Reserve Research Service (FRRS).
- I proofread and edited the Federal Reserve Administrative Manual using the Chicago Manual of Style.
- I understood complex financial information to resolve inconsistencies and inaccuracies for proper editing of regulations.
- Had expert knowledge of all aspects of the Federal Reserve Board and its functions.

Web-based journalist, Avon, CT December 2008 - December 2012
35-40 hours/week F/T

From 2008-2010 I worked for myself, during which I wrote and edited for clients all over the United States. I was also a member of the Writer's Bridge, a network of freelance writers.

- I wrote movie reviews, health and wellness stories for Helium.com its partners.
- I was the technology and social media reporter for digitalmediabuzz.com, which is out of Crain Communications, New York City. The most interesting interview I wrote was Craig Newmark, the founder of Craigslist.
- I was the health reporter for OurParents.com, which has since been merged into SeniorLiving.net. I wrote a series of stories on Connecticut's Respite Care Program, which was a program designed for Alzheimer's and dementia patients and their caregivers. The program was in danger of being eliminated in 2010. After I wrote the series, the Connecticut State Legislature authorized \$2.3 million to re-open the program. It is still running under Connecticut's Department of Aging.

- Two of the stories were #1 and #8 on the OurParents.com Web site – “Ten Best of 2010.”

Editorial Intern, BostonNOW, Boston, MA

January 2008 - April 2008

BostonNOW was a daily newspaper with 160,000 readers.

P/T 20 hours/week

- As an editorial intern, I wrote over 20 stories on higher education and health topics (HealthNOW and EducationNOW). I was also responsible for the CampusUpdate section, so I went to universities around Boston and wrote stories for the section.
- I edited copies for newspaper pages, educational briefs and real estate advertisements
- In addition to being a part-time intern, I was a full-time student in Emerson’s Print and Multimedia Journalism Program and I worked two part-time jobs as well.

Freelance writer, Mass High Tech, Boston, MA

November 2007

Special Project

- I profiled eight companies winning the “TechCitizenship Award” for a weekly technology newspaper in Boston.
- I interviewed the CEO of Four Mangoes and representatives from MathWorks, Comcast, and Boston Scientific.
- I used Adobe InDesign to edit stories.

Education

Master of Arts, Print and Multimedia Journalism, Emerson College, Boston, MA

Bachelor of Arts, Journalism and Political Science, University of Connecticut, Storrs, CT

Volunteer Activities

Conway Center, Southeast DC – On a bi-monthly basis, I help cook for 35-40 individuals recovering from addiction and homelessness. The Conway Center is part of So Others Might Eat (SOME).