

# Givon Zirkind

BOCA RATON, FLORIDA 33434 [LINKEDIN.COM/IN/GIVON-ZIRKIND](https://www.linkedin.com/in/givon-zirkind) givonne@gmx.com

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## Technical Writer / Software Documentation / Reverse Engineer

Documentation \* Software Training Guides \* Standard Operating Procedures \* Interview subject matter experts.  
Typography \* Layout \* Building Web Sites \* WordPress  
Excellent Troubleshooter \* Testing Websites & Apps \* Testing Systems \* Bug Reports  
Reverse Engineering \* Legacy Systems \* Technical Support  
System Analysis \* System Requirements \* Full SDLC \* Software Design \* Software Engineering  
Software Maintenance \* Software & Hardware Evaluation  
Research & Development \* Reseaching Technology

### EMPLOYMENT HISTORY

#### INDEPENDENT CONSULTANT/DEVELOPER

1/2000 – Present

##### MAJOR PROJECTS:

**RESEARCH ASSISTANT, DEEPS SCIENCE @ FAU**, JUPITER, FL (2020)

(SYSTEM ANALYST, PYTHON PROGRAMMER & DOCUMENTATION SPECIALIST)

**TECHNICAL WRITER, SOFTWARE QA TEST ENGINEER, NOBLE HOUSE** DEERFIELD BEACH, FL (2019)

Created and updated a software Walk-Through Guide that was presented at trade shows, resulting in the company's first trade show sale.

**TECHNICAL WRITER, SOFTWARE QA TEST ENGINEER, GIFT OF LIFE** BOCA RATON, FL (2018)

Initiated review of the physical inventory process to accurately and comprehensively understand as well as document the system requirements, test plans and validations.

**REMOTE SOFTWARE QA TEST ENGINEER, TESTBIRDS**, MUNICH, GERMANY

(WEB AND APP TESTING)

(2016 – 2018)

**TECHNICAL WRITER, NJ TECH WEEKLY** CALDWELL, NJ (2015 – 2018)

Review and evaluate new products. Interview CEOs and SMEs of new tech companies.

**ADJUNCT PROFESSOR, PASSAIC COUNTY COMMUNITY COLLEGE** Paterson, NJ (2000)

### ADDITIONAL EMPLOYMENT

**NETWORK ENGINEER, NETWORK OPERATIONS CENTER, 2<sup>ND</sup> LEVEL SUPPORT , GRAPHNET** Teaneck, NJ

Dramatically, increased customer satisfaction by gaining in-depth knowledge of the system through reverse engineering all systems, documenting them and training other technicians.

**TECHNICAL SUPPORT REPRESENTATIVE (PHONE SUPPORT), IDT** Hackensack, NJ

**MANAGER ACADEMIC COMPUTING , FAIRLEIGH DICKINSON UNIVERSITY** Madison, NJ

Initiated and developed network and web page design seminars that reduced technical support queries and increased customer satisfaction as well as productivity.

**SENIOR LAB TECHNICIAN/LAN MANAGER, TOURO COLLEGE** NYC, N.Y.

**EDITOR AND COLUMNIST, TOURO ACADEMIC COMPUTING TECHNOLOGIES, TOURO COLLEGE** NYC, N.Y.

Created an exemplary technology review magazine that increased usage and user acceptance of technology as well as greatly increased the visibility and credibility of the Academic Computing Department.

**LAN MANAGER CONSULTANT, PENN COMPUTERS** NYC, N.Y.

With out-of-the-box analysis and proper review, resolved a long standing connectivity issue that other technical support technicians could not resolve.

**MANAGER OF TECHNICAL SUPPORT, G.D.A. COMPUTER CONCEPTS** Brooklyn, N.Y.

Dramatically, increased customer satisfaction by gaining in-depth knowledge of the system through reverse engineering all systems, documenting them and training other technicians. Also, designed and taught training seminars.

**DATA PROCESSING MANAGER/TECHNICAL SUPERVISOR, Jardinay Co.** N.Y.C., N.Y.

For the first time in company history, made inventory bank certifiable by removing the flaws in the independent auditors procedures as well as imposing an organized, carefully documented process.

Persuaded management to upgrade from a Quantel mini to AS/400 which significantly improved processing and the workflow.

## EDUCATION:

Fairleigh Dickinson University, Masters of Science, Computer Science, 1999  
Touro College, Bachelors of Science, Computer Science, 1992  
Cryptography I, Offered by Stanford, Provided by Coursera, 2014  
Microsoft Trained Professional [MTP], E-Tek Training, Certified Microsoft Training, June 2015  
Audited Coursera Courses: BOOTSTRAP – RESPONSIVE WEB DESIGN

## TECHNICAL WRITING:

User Manuals	Training Guides	Cheat Sheets	Product Evangelicism
System Requirements	Test Plans	Validation Plans	Validation Summaries
Product Evaluations	Test Reports	Bug Reports	Standard Operating Procedures

## SOFTWARE QUALITY ASSURANCE:

Manual	Black Box	Grey Box	White Box
Exploratory	Functional	Integration	System
System	Acceptance	Alpha	Beta
Performance (Speed)	UI	Secuirty	Portability
Test Plans	Test Cases	Test Scenarios	

## OPERATING SYSTEMS, LANGUAGES & PACKAGES:

HTML/HTML5	Word	WordPerfect	Unix	C
CSS3	Excel	PageMaker	Solaris 9 OE x86	Python
Javascript	Access	LaTex	Windows	SQL
jQuery	PowerPoint	Photoshop	Ubuntu	WordPress
Bootstrap	Visio	Quickbooks	Amazon: S3 / Lightsail / Route 53	
JIRA				

## NETWORK EXPERIENCE:

Technical Writing	User Instruction	Documentation	User Orientation
Internet Connectivity	System Analysis	Virus protection	Virus repair

## DATABASE EXPERIENCE:

Database design	Report Generation	File Conversions	Reverse Data Engineering
SSMS	JIRA	Logical Files	Import/Export Files
Join	Views	Scripts	Batches
Stored Procedures			

## VOLUNTEER:

CoronaTracker, Design, App Testing & Translations  
Mt. Sinai School of Medicine, Volunteer, Dept. of Neuroscience, Matlab programming  
Area Agency on the Aging, Volunteer, Software Testing, User Documentation

## OTHER:

Member GIMPS (Great Internet Mersenne Prime Search)  
Handled accounts such as JCPenny, Sears, Montgomery Ward

[www.Linkedin.com/in/givon-zirkind](http://www.Linkedin.com/in/givon-zirkind)  
[www.github.com/givonz](http://www.github.com/givonz)

Givon Zirkind [givonne@gmx.com](mailto:givonne@gmx.com)

## PUBLICATION LIST

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### TECHNICAL MAGAZINES

TOURO ACADEMIC COMPUTING TECHNOLOGIES (T.A.C.T.), 1992-1995, Editor & Columnist  
NJ Tech Weekly, [www.NJTechWeekly.com](http://www.NJTechWeekly.com), 2016-2018

### PEER REVIEWED PUBLICATIONS

Project M1-308C, [ESL Courseware Development, Recreating the Revolution](#). Proceedings of the Annual National Educational Computing Conference (15th, Boston, Massachusetts, June 13-15, 1994); National Educational Computing Conference, pgs 14-16, ISBN 1-56484-068-9

[AFIS Data Compression](#), ACM SIGGRAPH, Computer Graphics Quarterly, VOLUME 41, NUMBER 4, NOVEMBER 2007

[AFIS data compression: an example of how domain specific compression algorithms can produce very high compression ratios](#); ACM SIGSOFT, Software Engineering Notes, VOLUME 32, ISSUE 6, NOVEMBER 2007, ARTICLE No.8, ISSN 0163-5948

[Genetic Database Optimization](#): How Data Inspection and Consideration, Provides For Index Compression and Record Access Optimization of Genetic Databases, In Proceedings of the SIGMIS conference on Computer Personnel Research, (SIGMIS-CPR 2006) (April 13-15, 2006, Claremont, CA). ACM Press, New York, NY, 2000; Copyright 2006 ACM 1-59593-349-2/06/0004.

[How data inspection and consideration, provides for index compression and record access optimization of genetic databases](#), ACM SIGSOFT, Software Engineering Notes, VOLUME 31 ISSUE 1, JANUARY 2006, ACM Press

Linked in Profile: [www.Linkedin.com/in/givon-zirkind](http://www.Linkedin.com/in/givon-zirkind) Many self-published articles.

Github repository: [www.github.com/givonz](http://www.github.com/givonz)

<https://github.com/givonz/TechWritingSamples>

<https://github.com/givonz/seleniumSample>