

EDUCATION & EXPERIENCES OF: *Susan Marie [Cassady] – Neuhart*

Contact ONLY by Email supplied (to your agent) by Susan :: <http://hansandcassady.org/>

PAGE ONE OF 7 [seven] pages < **ALL the details!** Or, **“short version”** [1 page]

Susan is: a **“Technical Writer”**(that) specializes in Software & Engineering Applications END User Documentation development. She also enjoys: performing Applications Requirements CAPTURE, UI Design, Development, Integration & Test roles. Susan has over 30 (thirty) years of experience. She can code software in numerous languages – including: BASIC, Fortran, COBOL... She is an “SDLC” expert; AND, (she) appreciates the use and purpose of USA Military Specifications **498!** Go USA!

EDUCATION: B.S. ENVIRONMENTAL SCIENCE&COMMUNICATIONS: Physics/Chemistry/Biological (Applied) Sciences - [University of Wisconsin- Green Bay, WI \(1982\)](#). Attended [Columbus, Ohio Public Schools](#) (from Bellows & Avondale Elementary thru Columbus Central High School: 1960-1972). Also, attended [Capital University Law School](#) (Business Law, Contracts);also, continuing education at seminars and [San Jose State University](#) - including, Printed Circuit Boards, text by M. Flatt; also, Digital Signal Integrity, text by B. Young; also, IC Design & Fabrication, seminar series PTI Seminars, Inc. AND – [WESTmoreland County \(PA\) Community College](#) – [North EAST Wisconsin Community College](#).

EXPERIENCES:

YEAR: 2000+
Company: ([SIGRITY Inc.](#))

Products: [EDA/Signal and Power Integrity software]
Location: San Jose CA, USA

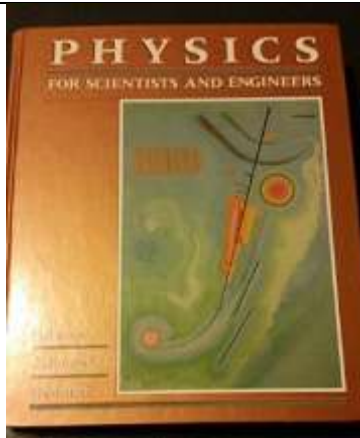
[SPEED 2000 End User’s Manual](#)

Fishbane PHYSICs textbook
ISBN 0-13-663212-2 "Artwork by Hans & Cassady, Inc. Westerville, OH 43081"

DETAILS: As a “co-worker”, **I** transformed the existing product documentation, from notes (based in Microsoft-WORD©) into a comprehensive set of End-User documents (based in [ADOBE-FrameMaker©](#)). My accomplishments were based on many hours of "hands ON" use of the SIGRITY Electronic Design Automation (EDA) software **AND** interviews with the subject matter experts (SMEs). ALL of the SMEs were PhDs from: countries outside the USA – and, USA English was a **“second language”**. **I** came to know and respect my co-workers – as (I believe) they did me – during my tenure. **I** could not have succeeded, at what I was task to do – without their significant help and suggestions. Very Important! I do NOT speak “Russian”, “German”, “Spanish”, “Chinese”, etc. – yet, ALL of my colleagues did speak English (to me). WE COMMUNICATED! WE made each other comfortable enough to TRY! AND, math is a “universal” language. My SIGRITY colleagues were: Dr. Fang, Raymond, Bing, Jaime, Winston, Teo, Ji, Jin, Ming Jing, Jing Ping, Dr. Sun, Parminder, Raj and others. **I** developed and clarified explanations and examples for

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[Fishbane PHYSICS textbook](#)
[ISBN 0-13-663212-2 "Artwork](#)
[by Hans & Cassady, Inc.](#)
[Westerville, OH 43081" ...](#)

“About the book:

This calculus-based introduction to physics, presents physics not as "classical" or "modern", but as macroscopic or microscopic, presenting them as they relate to specific technical and scientific issues. Principles of modern physics are integrated throughout and, when appropriate, modern physics topics are intertwined with classic principles to allow students to develop intuition for and appreciation of this material as early as possible. Calculus and other mathematical tools are self-contained and become progressively more difficult; students learn the maths as they need to know it..."

the software product and created the [\(SPEED 2000©\) End User’s Manual](#). The Founder of the company, (the) [Dr. \(PhD\) Jaiyuan Fang](#) – who is also “*the father of American Signal Integrity*” - stated, my work "...over-all improved the delivered product." As an integrated member of the “engineering team”, I played a very active role in the test and verification process for each feature. I reported "bugs" that I encountered (in the developing software) and made suggestions regarding how *[continued next page]* the User Interface (UI) might be improved. The fact that I knew about “physics” &, had helped create the [Fishbane Physics](#) textbook – and, was **not** an “Electrical Engineer” – was actually “very helpful” – because, I made no assumptions about what the End User *should* know. The Customer Support department - developed and created (during my tenure) relied upon my work. That is, my End-User Manual was used to respond to questions; which could be answered with an appropriate citation to "where" in the documentation - any question forwarded - was answered in detail. The vast majority of questions (encountered) could be answered in this manner. I monitored the Customer Support function daily - for insight and inspiration - looking for ways to improve the documentation. I also produced an extensive and hyperlinked documentation INDEX to make all of the product information content "drillable", expandable and available. And finally, I maintained the Sigrity company website and participated (as an editor) in the marketing efforts. **NOTE:** Dr. Fang sold the Sigrity company software, for \$83 Million dollars, to the CADENCE EDA Co. - circa 2002.

YEAR: 1999++
 Company: ([ICRAS Inc.](#))
 Products: [handheld computers]

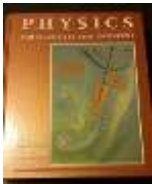
DETAILS: I worked with Engineering, Marketing, Field Service, Product Management, Support, and other groups to plan, produce, design and deliver End-User documentation and Marketing materials. My production schedule paralleled product development.

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Location: Sunnyvale CA, USA	NOTE: ICRAS was ended - due to venture funding issues.
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YEAR: 1996+ Company: (SICOM Inc.) Products: [ASIC Research and Development for USA-NASA] Location: Scottsdale, AZ-USA	DETAILS: I worked with Ron McCallister, Robert Putnam AND Mr Rod Lee – Sicom Principal InvestigatorS - also Engineering , Marketing, Field Service, Product Management, Support, and other Sicom Departments to plan, produce, design and deliver [<i>continued next page</i>]End-User documentation - for an ASIC under development. [i.e. “radiation hardened” CDMA and other wireless communications technologies implementation.] At all times I adhered to schedules that paralleled product development. The company survives – even today – and, has won many awards for their technology. Mr. Rod Lee - a very precise engineer (of Japanese heritage) - tolerated my “American” idiosyncrasies well; and (together), we documented the work accomplished - and, the company was paid for their efforts.
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YEAR: 1987-1995 Company: (Hans & Cassady, Inc.) Products: [Digital ART Services] Location: Westerville, OH-USA EXAMPLE: 	DETAILS: Founder, Owner & Operator OF a USA company - specializing in digital college-level Textbook Graphics: Hans & Cassady, Inc. We were the first USA company that provided this service. My "woman-owned" business provided digital art services to College-Level textbook publishers across America: including: Brown Publishing, Prentice Hall, McGraw-Hill, Macmillan... I worked with the client's editors and production staff to conceptualize and design digitally developed graphics that complemented and clarified college-level textbook content. My company grew from one Apple-Macintosh© computer (in the spare bedroom of a suburban home) to a Bank ONE™ backed company (housed in our own USA-SBA design/build 8,000 square foot "smart" building) ~ which employed 10 people. See the Hans & CASSADY Office Building - address:5761 Chandler Ct. - Westerville, Ohio. I managed and oversaw all aspects of the day-today running
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<p>Fishbane PHYSICs textbook ISBN 0-13-663212-2 "Artwork by Hans & Cassady, Inc. Westerville, OH 43081" ...</p>	<p>of the company, including: HR, project pursuit and management, Sales, Marketing, Finance... My husband (Hans Neuhart) was my full partner (in all aspects) and lead Medical and Scientific Illustrator. Hans was (in fact) the first “digital” medical illustrator in the USA.</p>
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<p>YEAR: 1986+ Company: (Battelle Inc.) Products: [Scientific Research Services] Location: Columbus, OH, USA</p>	<p>DETAILS: As a "Programmer/Information Systems Analyst" I supported the USA Department of Energy (DOE) "Battelle Scientists" that were collecting data, from across the United States, in preparation to recommend the best location to store nuclear waste from USA Weapons and Energy manufacturers. This was SECRET CLASSIFIED WORK. I designed and implemented a document configuration management system protocol which enabled project managers to be assured that geographically scattered scientists were archiving and securing their daily work-products (reports and data). Also, under the auspices of Battelle, and at the direction of the US ARMY, I was task to find a solution that would enable the ARMY personnel to remotely monitor the overall management of a specially designed Medical Research Facility (located in West Jefferson, Ohio). The ARMY desired to have a level of transparency and reporting, related to the day-to-day usage of this facility, such that they could easily understand its utilization and capacity and suggest scheduling alternatives (via changes to research protocols, etc.) My independent research indicated that no off-the-shelf "scheduling system" would provide the capabilities cited as required by the military ~ unless a substantial investment was made to modify the existing 3rd party software. I alternatively proposed that Battelle scientists and programmers should create this unique form of software (which I titled a Facility Scheduling Program). My proposal was accepted and I was internally funded, to capture detailed design requirements, from the ARMY personnel, for the MREF Scheduling Program. I used a combination of interviews and proto-type Graphical User</p>
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	Interfaces (which I created and coded) to engender discussion and comment. My detailed written requirements and the proto-type Graphical User Interface (GUI) were used as the basis of a US ARMY "build-to" specification document.
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<p>YEAR: 1985-1986+</p> <p>Company: (General Electric)</p> <p>Products: [Simulations Systems & Software]</p> <p>Location: Daytona Beach, FL, USA</p>	<p>DETAILS: Technical Writer/Software Analyst & Programmer: From the GE main simulation systems offices (in Daytona Beach, Florida), I was task to “support GE engineering personnel” as they attempted to "productize" a limited budget (aka "skunk-works") entity titled as a “Video-Disc-based-Touch-Screen Training System”. My work involved learning how to use this “system”, which was evolving daily (that is, the system did not – in fact – exist) and the subsequent "hands-on" support of “trainers” (e.g. persons remotely located – in Texas) that were attempting to develop classroom exercises for USA military pilots in training. I traveled extensively in my duties ~ ranging weekly from Dallas, to Pittsfield (MA), to Daytona Beach. This project was cancelled - by the USA government: related to Congress funding...;</p> <p>Subsequently, I joined a GE engineering team that provided Command and Control software for the DDG-class warship. And, because I had both a documentation and a programming background, I was task to devise a means to ensure that each military software requirement, stated in the Project Requirements Document (per Mil-Spec 498 – GE-1069) AND the SDLC methodology, was implemented in the proposed deliverable program work-products (most specifically, the software source code). I proposed the creation of an "automated" Requirements Traceability Matrix capability [NOTE: this was before the Internet was invented. Thus, the now common idea of tags and “hyper-linking” did not exist yet]. That is, I suggested that "special tags" should be placed into the software code comments, such that these identifiers could be retrieved (with surrounding data) to cite, where (in the software</p>
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	<p>code) for example – stated military requirement xyz-223678 was met. Specifically, the deliverable software program's code listings were submitted (as text-files) to an alpha-numeric “parsing engine” that I designed and coded. The output (report) was a “matrix” listing document that reported the project requirements (xyz-223678 ...) and where (in the source code’s segments, lines, sub-routines, etc.) each military software requirement (MS-498) was addressed.</p>
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<p>YEAR: 1982-1985 Company: (NCR Corporation)</p> <p>Products: [Software & Retail Terminal Systems]</p> <p>Location: Cambridge, OH, USA</p>	<p>DETAILS: Technical Writer and Engineering & Manufacturing Liaison. As a member of the Retail Terminal Systems BASIC (RTSB) API documentation team, I worked with Engineering, Marketing, Field Service, Product Management, Support, and other groups to plan, design, develop and deliver documentation which enabled retail-terminal system software engineers to program and customize NCR Computers, Retail Terminal Systems and their peripherals. I specialized in documenting NCR telecommunications protocols, such as LAN and MIRLAN (which is the Mid-Range Local Area Network protocol). As the only NCR Manufacturing Division Liaison, I supported the "Train-the-Trainer" function, based at NCR World Headquarters (in Dayton, Ohio), by supplying timely development and engineering information, reviewing prepared class-notes and demo presentations and attending to discrepancies and questions posed by the Train-the-Trainer functionaries. NOTE: In fact, the NCR corporation created the first Retail Terminal Systems programmable and customizable “software platform” – and, was purchased (in 1991) by the AT&T Corporation – related to this “customizable” software platform and its intercontinental transatlantic cable (ITC) assets.</p>
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<p>YEAR: 1980+ Company: (University of Wisconsin – Green Bay, WI, UWGB)</p>	<p>DETAILS: I created the UWGB Automated Weather Station software & systems. A recent graduate of several Computer Science programming courses - at the nearby Northeast Wisconsin Technical College (both COBOL and B-A-S-I-C), my skills and abilities were</p>
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<p>Products: [Systems & Software]</p> <p>Location: Green Bay, WI - USA</p>	<p>needed to complete a project (at UWGB) – that had been fully funded by the USA National Science Foundation (USNSF); This was <i>after</i> the “initially awarded” Graduate Research Assistant was incapacitated by illness. Desirous of earning my Federal “work-study” award & a BS degree, and with the help of my UWGB professors, I removed the recently arrived scientific weather probes (from the boxes – in which they were shipped) and installed them to a UWGB campus “field station” The facility contained an automatic weather probe “data logger” instrument. My design (and implementation) provided that - after initial capture (by the probes and mini-logger), the data was transferred to the UWGB main computer systems [IBM & VAX VMS] – and, reports were generated (by COBOL and BASIC software programs that I created. I also documented (for the USA National Science Foundation) the UWGB Automated Weather Station facility, the software [I developed] and its operations - and, I made a presentation (in follow-up) that was well-received by the United States Government – (National Science Foundation) inspectors. NOTE: Senator William Proxmire (D-WI) [“famous” for the “Golden Fleece Award”] never negatively commented on the NSF award (granted), UWGB or me; and, my efforts were never found inferior – nor, was the USANSF funding “grant” ever returned. I was granted a BS – in Environmental Science & Communications – from UWGB in 1982.</p>
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Other:

(1969 - 1980) **Waitress** & Retail Terminal Systems **Cashier**. The Kroger Company, Holiday Inns of America and Hoffman House Restaurants [Ohio, Pennsylvania, Wisconsin].

I was also appointed the "**Keebler Cookie Girl**" - for the greater Wisconsin and Upper-Peninsula areas of Michigan - (summer-1981). My duties were to "*maintain*" the established "[Keebler Cookie](#)" product routes AND product shelf appearance – during the “vacation periods” of the full-time Keebler employees.

Pregnant at 18, I was married and had a healthy baby (girl) when I was 19 years old. I was divorced from the child’s biological father - in 1976. I have been married to my present husband – Hans Neuhart – for 36+ years. My only child - a daughter (Ms. Dawn Marie [Burton] Danielson) - is the Deputy Chief of staff - for USA - FBI, and an attorney - licensed (to practice law) in Maryland- USA.

I have one cat [a male [Pixie-Bob](#)]. He adopted me – in North Carolina-USA.[END]