Dana Query
IT Manager

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Dana serves as Keystone Policy Center's IT Manager. He provides all information technology services and handles a wide variety of operation duties. Dana's responsibilities also include systems administration, IT vendor management, user/desktop support, technology research, and website and intranet development. Dana joined Keystone in May 2010.

He began his career in IT as a technical writer at AT&T Bell Labs and went on to work as a software developer and development manager at some other large companies and a few startups. He also was a web developer at the Boulder Daily Camera and went to graduate school for Broadcast Journalism and CU, Boulder. He is proud to have been a friend of Bob Craig and to help the Keystone Policy Center fulfill Bob's vision.

IT Experience
Keystone Policy Center, IT Manager – Keystone, CO (May 2010 – present)
- Responsible for availability and support of all information technology:
  - System Administration (Windows Servers, Windows 10, Microsoft Office365, Deltek, SalesForce)
  - Vendor management (Cloud Services for Servers/Email/Applications, Web Hosting, Telephones, ISPs)
  - User/Desktop Support
  - Technology Research (recently: Video editing and hosting, Web- and Video-Conferencing Platforms, Collaboration Platform, Document Management)
  - Website and Intranet Development and Maintenance
- Responsible for a variety of operational duties.
  - Building and Office maintenance and supplies

StorePerform Technologies, Technical Writer & Editor – Denver, CO (Dec. 2003 – March 2004)
- Responsible for all technical and end-user documentation – application online help, installation guides, administration guides, integration guides. (RoboHelp and Microsoft Word)
- Responsible for all editorial and technical decisions regarding documentation software, editorial standards, scope of documentation, and areas of focus.

Global Crossing Ltd., Conferencing Division, Software Development Manager and Web Developer - Denver, CO (Dec. 2002 – March 2002)
- Managed development of software to support Internet Protocol (IP) videoconferencing product.
- Coordinated requirements gathering with business analysts, marketing staff, and software developers.
- Created development plan and schedule, managed development effort.
- Released general availability product on schedule.

Global Crossing Ltd., Conferencing Division, Product Development Engineer and Technical Writer – Denver, CO (Nov. 2000 – Dec. 2001)

- Helped develop and implement "High-Touch" IP videoconferencing product focusing on gatekeeper, multipoint control unit (MCU), and endpoint components.
- Wrote and maintained troubleshooting procedures for operational staff and for hardware technicians. Created website to provide intranet access to all relevant information for operational staff.
- Conducted extensive evaluation of vendor offerings for all components, including lab testing. Pushed many recommendations to vendors, which were often introduced into products.
- Conducted ongoing customer trial, including leading weekly test session with customer on transatlantic video network.
- Conducted extensive testing in lab and with vendors to troubleshoot problems encountered in testing.
- Made recommendations for operational considerations of product, specifically configuration management, Operations Support System implications, documentation and training.

Global Crossing Ltd., Conferencing Division, Development Manager and Technical Writer – Denver, CO (April 1999 – Nov. 2000)

- Created and implemented Software Development Process and managed with the goal of increasing system stability. Incrementally evolved process toward model of Rational Unified Process.
- Researched a variety of process management and customer relations software, and made recommendations for deployment (which were accepted). Led implementation of these systems.
- Managed requirements gathering and documentation.
- Created intranet applications and business processes to improve coordination of activity between hardware technicians, database analysts, certification testers, and developers. (Allaire ColdFusion and MS SQLServer database).
- Achieved goal of seamlessly rolling out releases of four systems simultaneously on a quarterly basis.
- Conducted surveys throughout call centers and verified dramatic improvement of software releases.
- Created and maintained intranet site to provide access to all documentation for developers and business analysts.
- Represented Software Development team in Strategic Planning Process.

Global Crossing Ltd., Conferencing Division, Intranet Developer – Denver, CO (April 1999 – Nov. 2000)

- Gathered requirements for and created intranet applications to track customer and reservations information. (Allaire ColdFusion and MS SQLServer).
- Implemented intranet timekeeping system and managed implementation for Information Technology and Software Development teams.
- Acquired and built servers, configured, installed software for, created and maintained Software Development team intranet sites. (MS Windows 2000, Allaire ColdFusion and MS SQLServer).

Global Crossing Ltd., Conferencing Division, Software Developer – Denver, CO (July 1998 – April 1999)

- Developed software for and participated in research and development for "DevNet" and internal nationwide IP network designed to be a development and test network for new IP product offerings.

- Helped build Denver data center, including building and installing operating system in Sun Solaris servers, LAN cabling, PBX programming and all related documentation.

Global Crossing Ltd., Conferencing Division, Technical Writer and Software Developer – Denver, CO (Oct. 1996 – July 1998)
- Helped Develop proprietary database to manage all aspects (customer information through billing/reporting) of videoconferencing service.
- Migrated variety of customer and internal reports from Macintosh-based system to Windows-based system (Seagate Crystal Reports).
- Led requirements gathering for database and GUI, and wrote and edited requirements. Edited Design Documents.
- Created Online Help System for database (RoboHelp).
- Wrote printed manuals for customer-facing internet reservation system.

AT&T Bell Labs/Lucent Technologies, Technical Writer – Broomfield, CO (July 1995 – Oct. 1996)
- Helped Develop proprietary database to manage all aspects (customer information through billing/reporting) of videoconferencing service.
- Migrated variety of customer and internal reports from Macintosh-based system to Windows-based system (Seagate Crystal Reports

Journalism Experience

Freelance Journalism and Television Production Services – Keystone, CO (June 1994– May 2009)
- Television assignments included 2010 Winter Olympic Trials, 2008 Democratic National Convention, FIS World Cup skiing and Olympic Trials, Winter X-Games, Gravity Games, Cheyenne Frontier Days Rodeo, Recruiting tapes for student-athletes, tapes for high school sports teams.
- Wide variety of stories published in Boulder (Colorado) Daily Camera, Summit Daily News, Fort Collins Coloradoan, Telluride Daily Planet, Telluride Times-Journal (now Telluride Watch), Norwood Post, Telluride Magazine.

RSN-TV, Production Assistant – Silverthorne, CO (Nov. 2007 – Aug. 2008)
- Produced graphics and ran audio/video control board for two-hour live morning show. Occasionally directed show. Edited segments for show.

University of Colorado, Athletics Department, Video Assistant – Boulder, CO (Sept. 2005 – May 2006)
- Shot and edited game and practice film for Colorado football team, and occasionally other teams, such as basketball and volleyball.

KUSA-TV, Intern – Denver, CO (Jan. 2005 – May 2005)
- Helped in all aspects of TV news broadcasts including assignment desk, writing for broadcast and web site, assisting on-site reporting.

"CU SportsMag" and "On the Inside," Reporter/Photographer/Assistant Producer – Boulder, CO (Aug. 2004 – Dec. 2005)
- Performed all duties in production of weekly, student-produced sports magazine and news programs.

Heuga Center for MS, Student Intern – Edwards, CO (Oct. 2004 – May 2005)
- Promoted the center's annual fundraising event at trade shows and events. Assisted PR firm.
- Shot event and conducted interviews for Vail's TV8 and for Heuga Center PR purposes.

Boulder Daily Camera, Online Content Producer– Boulder, CO (Aug. 2002 – Feb. 2003)
- Produced online edition of Boulder Daily Camera newspaper.
- Produced special online content.
- Researched and wrote news and feature content for newspaper on free-lance basis.

<u>Education</u>
University of Colorado, Graduate Studies, Broadcast Journalism, 2004-2006
Colorado State University, Undergraduate studies in Technical Communication, 1995-1996
University of Vermont, B.A, Philosophy, 1995