

Skip to [MAIN HEADING](#) of this page, [view or download](#) a PDF version of this Web page's contents (including associated hyperlinks), or jump to this page's [Major Navigation Hyperlinks](#).

Call (859) 261-5908 to immediately reach Raymond Sonoff, President of [Sonoff Consulting Services, Inc.](#), 271 Saxony Drive, Crestview Hills, KY 41017-2294 USA. ... or send Scsi an [e-mail](#) message.

About Scsi: Profile Page of Sonoff Consulting Services, Inc.'s Productivity and Knowledge Transfer Web Site



... return to Scsi's [Portal Page](#), [Home Page](#), or send an [e-mail](#) message to Scsi: 

Major Headings for the About Scsi: Profile Page for Raymond Sonoff, President of Sonoff Consulting Services, Inc.

The following is an on-line summary that is intended to provide background information about Sonoff Consulting Services, Inc.'s areas of focus, expertise, and skill sets of its President, Raymond Sonoff, along with highlights of specific assignments completed for its clients.

Objective

Challenging project-based consulting assignments that

1. will contribute -- in a timely, and cost-effective manner -- toward enhancement, development, and dissemination of a client's products, services, processes, and procedures, and
2. will prove to clearly exhibit high return-on-investment numbers -- so much so that clients will automatically continue to find additional ways to retain [Sonoff Consulting Services, Inc.](#) (Scsi) to achieve continuous [productivity-focused](#) improvements within their companies.

Description of Ideal Clients

Any and all companies that are in need of finding "needle-in-the-haystack" expertise that will provide them with timely, cost-effective answers and comprehensive solutions to their technical problems -- be they in software, hardware, [productivity](#), processes, or procedures -- closely coupled with generating and providing all associated [documentation](#) (manuals, reports, Web content, etc.), and knowledge transfer activities, including [productivity-focused Web site training sessions](#) that can be one-on-one, within small groups or teams, or corporate-wide -- according to each client's particular needs or requirements.

Summary of Skills

PC Productivity Analyst (21 years) with mastery of various PC-based software tools coupled with demonstrated excellence in producing extensive technical documentation (22 years) for numerous [clients](#), in addition to verbal communications skills exhibited during various Tier 2 Help Support-related activities (6 years).

Proven **Web Content Developer/Tester** (7 years), **Systems and Applications Tester** (9 years), and **Documentation Specialist** (24 years) with hands-on experience in many diverse areas, including telecommunications, Internet/Intranet Web sites, personal computers, industrial controls, and instrumentation systems.

Innate abilities and aptitudes are integrated with acquired skill sets to:

- Assess project scope, coverage, and detailed development efforts,
- Assess, coordinate, and perform testing (unit, functional, system, alpha/beta reviews, pre-production, production, and post-production phases),
- Excel at customer/technical support and marketing, and

- Interface effectively with data processing management, user groups, and one-on-one situations at appropriate levels of expertise to solve their specific problems.

Areas of Technical Expertise

Web Site-related Knowledge: [World Class Level Web Site Best Practices](#), [Assessments](#), [Validation Testing to W3C Standards](#), and [Web Site Testing](#) and Training Services.

Documentation: Internal; External; From high-level (end user) down to esoteric specifics (for programmers, technicians, etc.) -- We've likely been there, done that, and can deliver cost-effective solutions that address your company's specific needs and requirements.

Software and Productivity: Microsoft Office Suite 2003, Lotus Notes, Adobe Acrobat (Professional 7.0), Adobe FrameMaker (Version 5.x), SmartDraw (Suite Edition 7.50; 2007; 2008; 2009, 2010), Visio (Technical 5, Microsoft Visio 2002 and 2003), RoboHelp and Doc2Help authoring tools, Macromedia Dreamweaver, WebEx and eRoom interactive meeting and document repository tools, and countless PC productivity programs and utilities.

Hardware: Personal Computers, Computer Peripherals, Embedded Systems, Industrial Controls, Digital and Analog Test Equipment.

Firmware: Field-Programmable Devices --- PROMs, EPROMs, FPLAs, and FPGAs.

Background Information and Philosophy

An everyday working philosophy is always to provide the best possible service to every client, seeking a "win-win" outcome for all parties concerned.

Client assignments have proven successful primarily because we follow a logical, pragmatic, and well-defined engineering approach in all situations.

Our talents and skill sets [focus on problem solving](#) -- given or after establishing the underlying specifics of a situation -- to reach a timely and cost-effective solution for a given client.

Noteworthy "Points of Attraction"

- Always maintain the highest caliber of attention to detail combined with perseverance and determination in all professional endeavors
- Uncanny ability to quickly comprehend even highly esoteric topics, summarize the salient points, and subsequently communicate the basic ideas and concepts to professionals and non-professionals
- Provide clients with project deliverables that always meet or exceed their expectations
- Author and dynamically update content of the ["Scsi's P&KT" Corporate Productivity and Knowledge Transfer Web site](#) -- a first-pass solution for [Ubiquitous Web Access](#) that enables ["Ubiquitous Web Domain"](#) characteristics -- all attributable to [Scsi's "Perfect 10" Web Site Standard](#) and its underlying set of [Scsi's Best Practices](#).

Most Recent Employment History

**** Sonoff Consulting Services, Inc. Crestview Hills, KY ****

NOTE: Originally incorporated in Connecticut on June 1, 1985, Sonoff Consulting Services, Inc. [Scsi] moved its corporate office to Kentucky in mid-November 2006 and subsequently re-incorporated on October 1, 2007.

Technical Projects for Clients - President 06/1985 to present

Sonoff Consulting Services, Inc. actively supports its on-going and prospective [clients](#) through the ["Scsi P&KT" Corporate Web site](#) -- the first ["World Class level" Web site](#) that offers by its very design [100% accessibility](#) to all visitors. To learn more, access [Scsi's TOTAL ACCESS WebKISS™ Guide #11](#) for complete details.

Through the medium of the Scsi P&KT Web site itself, Scsi provides a significant amount of valuable information in the following critically important areas: [Web usability](#), [Web accessibility](#), [validation testing](#), and related Web site assessments and consulting services available to its clients.

Noteworthy is the fact that [Scsi's "Perfect 10" Web Site Standard](#) -- Scsi's set of ten [Web Best Practices](#) for achieving World Class Level Web Site usability and accessibility -- were not only first implemented and introduced

by Sonoff Consulting Services, Inc. on this very Web site, but the underlying principles for achieving 100% accessibility are openly stated, described in detail for all to appreciate, and are also easily demonstrable.

In addition to containing detailed information about Scsi's expertise that has led to Scsi's TOTAL ACCESS (a first-pass design solution for Ubiquitous Web Access), the Scsi P&KT Web site serves as a wholly free conduit available 24x7 for various categories of Productivity- and Knowledge Transfer-related information, as well as a valuable source of numerous other nuggets of information that Scsi disseminates freely via the Internet.

**** Verizon Communications, White Plains, NY ****

Documentation - Consultant 04/2003 - 05/2006

Created documents and associated diagrams for more than half a dozen different projects, interfacing with Project Managers, Subject Matter Experts, and other groups' personnel to obtain needed information.

E-Learning Project - Consultant 01/2001 - 04/2002

Collaborated in the design, development, and testing of several Web-based training courses. This required creation of course content, document generation (functional requirements specifications, testing checklists, summaries and worksheets during and after various phases of development - storyboard review, alpha review, beta review, pre-production, and final release to production), and included execution of extensive manual testing, bug reporting, and re-testing for each phase.

TESS Project - Consultant 04/1999 - 12/2000

Created and/or edited the Verizon Trouble Entry System Solution (TESS) project documentation, including regular meeting notes and presentation graphics.

Maintained an eRoom Technology-based alternative repository for all documentation for the Verizon Trouble Entry System Solution (TESS) team. This repository provided an alternative means for archiving documents, while allowing non-Verizon personnel to contribute documents, such as specifications, references, outside meeting notes for sharing with other members of the same eRoom.

Maintained a Lotus Notes-based repository for all documentation for the Verizon Trouble Entry System Solution (TESS) team. This Lotus Notes Version 4.6 Release repository provided a way to maintain documents related to Trouble Entry, Trouble Checking and Review, Transfer, and Report Generation.

NEWS Project - Consultant 06/1997 - 03/1999

Created all testing-related documents and performed manual testing of each NEWS-related program. Among the software programs tested were Redline, Resource Management Allocation, Drafting Queue Control, and Print Shop.

Served as a Tier 2 interface/hub contact between several types of applications users and Tier 3 development team personnel to resolve whatever problems that arose associated with such complex software that involved programmers with extensive expertise in Visual BASIC, C++, Oracle and Microsoft Access databases, as well as coordinating with numerous third-party graphic software programs, including Myriad, AutoCAD, and EditCAD.

Actively participated in resolving corrupted drawing files stored on multiple Oracle database servers. Among the types of problems diagnosed were the detection and repair of drawing templates having bad cyclic redundancy checksums (CRCs) which prevented drafters from being able to initiate AutoCAD-based software for processing of submitted 'redlined' drawings. Use of Oracle SQL Plus-based statements along with PC-based hexadecimal viewer/editors to view the underlying file structures of AutoCAD Release 12 Drawing Formats (*.DWG) proved essential tools for rectifying such error-generating conditions.

Maintained a Lotus Notes-based repository for all Help support for the Verizon Network Engineering Work Station (NEWS) team. This Lotus Notes Version 4.6 Release repository provided NEWS users (field installation personnel, drafting resource managers, and drafting personnel) to submit problems related to the particular software programs involved.

Selective Call Messaging/Private Reach Projects - Consultant 07/1995 - 05/1997

Generated complete sets of documentation for entire system. Both Adobe FrameMaker and Microsoft Word software packages, along with Visio-based engineering graphics, were used.

Interfaced with Subject Matter Experts (SMEs) to gather information necessary to be able to produce system requirements specifications, detailed design specifications, and installation (input/output and error messages), maintenance, and craft access manuals.

Examples Of Work Performed For Clients

**** Verizon Communications' Wholesale Web-based Training Applications ****

1. Access the [Verizon Wholesale](#) Home page.
2. Once there, select the Local Service Providers graphic to reach the Local Service Providers Home page.
3. Next, select the hyperlinked "Training and Education" graphic to reach the [Training](#) page.
4. Once on that page, scroll down to the "Web Based Training Applications" heading.
5. From among those hyperlinks located immediately below this heading, select whichever one is of particular interest to you.
6. Select the starting hyperlink for the desired Web-based training course that you wish to examine and follow the instructions.

**** Hitachi America, Ltd.'s Application Manual for Integrated Gate Bipolar Transistor (IGBT) Modules ****

Examine the [IGBT module applications manual](#) that is stored on the "Scsi P&KT" Web site, noting that this document is provided as a "view-only" version PDF file.

**** Programming Languages-related Documentation Activities ****

Created both C++ and Visual Basic Application Programming Interface (API) documents (both hardcopy and Windows online versions) to assist client's (third-party) software developers to produce on-line service applications which operate under their system's services.

Generated "Chat" internal documentation, test scenarios, and test scripts which contributed to a successful launch of a client's Chat service in the marketplace.

Documented UNIX-based "C" language and created a "P-code" (an in-house proprietary language) set of documents that are used for training system programmers in the telemarketing industry.

Created all internal documentation for a client's Common Object-Oriented Compiler (COOL) proprietary C++-like programmer's tool.

Produced several hundred pages of documentation, including visual aids such as flowcharts, organization charts, and dataflow diagrams, for describing operations associated with an OS/2-based PC-to-Mainframe Common Front End System for a major insurance industry company. Activities included coordination among programmers, managers, analysts, and in-house testers. Documentation ranged from discussions of specific functions within C and assembly language programs to procedures for off-line database entry and error log handling.

**** Other Examples Of Documents Created For Clients ****

Created a self-contained 400-page Government Property Control Manual, which addressed twelve specific categories (e.g., Acquisition, Receiving, Records, Consumption, etc. through Disposition and Contract Completion) in accordance with Federal Acquisition Regulation (FAR) specifications required by the Department of Defense.

Generated an X-ray System Operational Procedures and Maintenance manual, written according to military (Air Force) documentation specifications MIL-M-38798B and MIL-M-38784B, among others.

Created installation, operator, and end-user manuals for several [clients](#) whose products address telecommunication, office automation, word processing, and other microprocessor-based systems applications.

Provided technical writing services to clients whose products involved both analog and digital components, plus microprocessor-based systems.

Produced a detailed report of "worst-case" electronic circuit analysis of a 150+ component 3-phase motor controller board for a Fortune 1000 company. From this activity, client realized many cost-saving benefits, including detection of a required printed circuit board layout change and circuit design rework before commitment to final production phase.

Education

**** Cornell University, Ithaca, NY ****

ABD, Materials Science & Engineering


**** Northeastern University, Boston, MA**

Master of Science, Electrical Engineering

**** University of Akron, Akron, Ohio ****

Bachelor of Science, Electrical Engineering

This About Scsi: Profile Page for Raymond Sonoff, President of Sonoff Consulting Services, Inc. was last updated, validated -- to assure full conformance to W3C's [XHTML 1.0 Strict](#), cascading style sheet ([CSS](#)), and [WCAG Accessibility](#) (Priorities 1, 2, and 3, inclusive) recommendations -- and uploaded on Sunday, June 13, 2010 at 3:45 p.m. ET by [Raymond Sonoff](#), President of Sonoff Consulting Services, Inc., 271 Saxony Drive, Crestview Hills, KY 41017-2294 USA: Telephone: (859) 261-5908.

Remember: If you have some questions to ask, wish to request additional information about specific topics, or want to send a request for proposal, Scsi always welcomes inquiries and will respond promptly (often the very same day) once you select either of these hyperlinks -- [e-mail](#) or  -- then compose and send your message to us.

NAVIGATION: Skip to [MAIN HEADING](#) of this page or [view or download](#) a PDF version of this Web page's contents and associated hyperlinks, jump to [TOP](#) of this page, or visit the [Portal Page](#), [Home](#), [Expanded Home](#), [Graphics-based Home](#), [About Scsi](#), [Site Map](#), [Productivity](#), [Scsi's WebKISS™ Guides](#), [Other Web Sites](#), or [Contact Us](#) page of the Scsi P&KT Web Site. Also, be sure to learn about [Scsi's Access Keys](#) to increase your keyboard-based productivity on this Web site.

Shortcut Text	Internet Address
MAIN HEADING	http://sonoffconsulting.com/filters/scsi_corp/rsonoff_scsi_profile.html#SkipToHeading2
view or download	http://sonoffconsulting.com/filters/scsi_corp/rsonoff_scsi_profile_with_hyperlinks.pdf
Major Navigation Hyperlinks	http://sonoffconsulting.com/filters/scsi_corp/rsonoff_scsi_profile.html#h2_mnh
Sonoff Consulting Services, Inc.	http://sonoffconsulting.com/filters/scsi_corp/scsi_corp.html
e-mail	mailto:info@sonoffconsulting.com
	http://sonoffconsulting.com/filters/web_kiss_guides/scsi_wkg_11_total_access_so_what.html
Portal Page	http://sonoffconsulting.com/portal.html
Home Page	http://sonoffconsulting.com/home.html
NAVIGATION	http://sonoffconsulting.com/scsi_pkt_navigation.html
Expanded Home Page	http://sonoffconsulting.com/index_expanded.html
Graphics-based Home Page	http://sonoffconsulting.com/index_graphics_mapped_version_3.html
What does Sonoff Consulting Services, Inc. do -- exactly?	http://sonoffconsulting.com/what_scsi_pkt_does.html
Focusing on Productivity	http://sonoffconsulting.com/scsi_focus_on_productivity.html
"Your WebKISS™ Guide Resource" Page	http://sonoffconsulting.com/your_webkiss_guide_resource_tagline.html
Proof that this is a "World Class level" Web site	http://sonoffconsulting.com/scsi_proof_of_world_class_level.html
Need Professional Assistance?	http://sonoffconsulting.com/need_professional_assistance.html
Scsi's "Perfect 10" Web Site Standard	http://sonoffconsulting.com/unique_features.html
Part 1	http://sonoffconsulting.com/unique_features_part1.html
Part 2	http://sonoffconsulting.com/unique_features_part2.html
Part 3	http://sonoffconsulting.com/unique_features_part3.html
Scsi's Best Practices	http://sonoffconsulting.com/unique_features_part2.html#h3_3
#1	http://sonoffconsulting.com/unique_features_1_of_10.html
#2	http://sonoffconsulting.com/unique_features_2_of_10.html
#3	http://sonoffconsulting.com/unique_features_3_of_10.html
#4	http://sonoffconsulting.com/unique_features_4_of_10.html
#5	http://sonoffconsulting.com/unique_features_5_of_10.html
#6	http://sonoffconsulting.com/unique_features_6_of_10.html
#7	http://sonoffconsulting.com/unique_features_7_of_10.html
#8	http://sonoffconsulting.com/unique_features_8_of_10.html
#9	http://sonoffconsulting.com/unique_features_9_of_10.html
#10	http://sonoffconsulting.com/unique_features_10_of_10.html
Use Any Browser -- by Design!	http://sonoffconsulting.com/any_browser.html
Tips and Notes	http://sonoffconsulting.com/tips.html
Scsi's Access	

Shortcut Text	Internet Address
Keys	http://sonoffconsulting.com/access_keys.html
Scsi's Privacy Policy	http://sonoffconsulting.com/w3c/scsi_pkt_p3p.html
Clients	http://sonoffconsulting.com/filters/scsi_corp/clients/client_list.html
Site Map	http://sonoffconsulting.com/site_map/site_map.html
Productivity	http://sonoffconsulting.com/filters/productivity/productivity.html
Desktop	http://sonoffconsulting.com/filters/productivity/desktop_tools/desktop_tools.html
Editors and Viewers	http://sonoffconsulting.com/filters/productivity/editors_and_viewers/editors_and_viewers.html
eLearning and Web-based Collaboration	http://sonoffconsulting.com/filters/productivity/elearning_and_collaboration/elearning_and_collaboration.html
High-end Technology	http://sonoffconsulting.com/filters/productivity/high-end_technology/high-end_technology.html
Mail Programs	http://sonoffconsulting.com/filters/productivity/mail_programs/mail_programs.html
System Utilities	http://sonoffconsulting.com/filters/productivity/system_utilities/system_utilities.html
Web Usability	http://sonoffconsulting.com/filters/productivity/web_usability/web_usability.html
Miscellaneous	http://sonoffconsulting.com/filters/productivity/miscellaneous/miscellaneous.html
Recommended Reading	http://sonoffconsulting.com/filters/productivity/gotm_resources/gotm_books.html
Scsi's WebKISS™ Guides	http://sonoffconsulting.com/filters/web_kiss_guides/scsi_pkt_webkiss_guides_page.html
#1: Why Validate a Web Site's Pages?	http://sonoffconsulting.com/filters/web_kiss_guides/scsi_pkt_why_val_web_site.html
#2: Why 100% Accessibility?	http://sonoffconsulting.com/filters/web_kiss_guides/scsi_pkt_why_100_accessibility.html
#3: Why use more than one Web browser?	http://sonoffconsulting.com/filters/web_kiss_guides/scsi_pkt_why_use_more_than_one_browser.html
#4: What could Management learn?	http://sonoffconsulting.com/filters/web_kiss_guides/scsi_pkt_what_could_management_learn.html
#5: How does Adherence to Web Standards Save Both Time and Money?	http://sonoffconsulting.com/filters/web_kiss_guides/scsi_wkg_5_how_web_stds_save_time_and_money.html
#6: What's the Return-On-Investment Rationale for adopting Scsi's World Class Level Best Practices?	http://sonoffconsulting.com/filters/web_kiss_guides/scsi_wkg_6_what_is_roi_rationale_for_adopting_scsi_best_practices.html
#7: What are the strengths and weaknesses of search tools and engines?	http://sonoffconsulting.com/filters/web_kiss_guides/scsi_wkg_7_search_tools_and_engines.html
#8: Want to Increase Your Search Engine Rankings?	http://sonoffconsulting.com/filters/web_kiss_guides/scsi_wkg_8_increase_search_engine_rankings.html
#9: How Productivity-focused is your Web Site?	http://sonoffconsulting.com/filters/web_kiss_guides/scsi_wkg_9_how_productivity-focused_is_your_web_site.html
#10: Want a Free STCEW Tool-based	http://sonoffconsulting.com/filters/web_kiss_guides/scsi_wkg_10_want_a_free_stcew_tool-

Shortcut Text	Internet Address
Evaluation of Your Web Site's Pages?	based_evaluation_of_your_web_site_pages.html
#12: What Does Your Company Web Site Convey About Customer-Centric Focus?	http://sonoffconsulting.com/filters/web_kiss_guides/scsi_wkg_12_what_does_your_company_web_site_convey_about_customer-centric_focus.html
Other Web Sites	http://sonoffconsulting.com/filters/url_links/url_links.html
Contact Us	http://sonoffconsulting.com/filters/contact_us/contact_us.html
TOP	http://sonoffconsulting.com/filters/scsi_corp/rsonoff_scsi_profile.html#toppage
documentation	http://sonoffconsulting.com/filters/scsi_corp/clients/client_list.html#h2_1
Validation Testing to W3C Standards	http://sonoffconsulting.com/filters/productivity/web_usability/web_usability.html#h2_3
Web Site Testing	http://sonoffconsulting.com/unique_features_part3.html#stcew
"Scsi's P&KT" Corporate Productivity and Knowledge Transfer Web site	http://sonoffconsulting.com/
Ubiquitous Web Access	http://sonoffconsulting.com/index_expanded.html#h2_2
Ubiquitous Web Domain	http://www.w3.org/UbiWeb/
Knowledge Transfer	http://sonoffconsulting.com/filters/scsi_corp/rsonoff_scsi_profile.html
Verizon Wholesale	http://www.verizon.com/wholesale/
Training	http://www22.verizon.com/wholesale/lsp/bridge/0,2631,4-te,FF.html
IGBT module applications manual	http://sonoffconsulting.com/filters/scsi_corp/clients/igbt_scsi_view-only.pdf
XHTML 1.0 Strict	http://validator.w3.org/check?uri=http://sonoffconsulting.com/filters/scsi_corp/rsonoff_scsi_profile.html
CSS	http://jigsaw.w3.org/css-validator/validator?uri=http://sonoffconsulting.com/code/scsi_style2009c_scrn.css
WCAG Accessibility	http://www.contentquality.com/Default.asp