

# CHARLOTTE WILCOX WARE

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## EDUCATION AND TRAINING

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### **MSFS, Master of Science in Forensic Science**

*1998, University of Alabama at Birmingham, Birmingham, AL*

### **BS Biology, Minor Genetics**

*1993, N.C. State University, Raleigh, NC*

### **Forensic Document Examiner Training**

*June 1998-August 2000, Texas Dept. of Public Safety Crime Lab, Forensic Document Section*

## MEMBERSHIPS

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- Diplomate, the American Board of Forensic Document Examiners (ABFDE)
- Member, the American Society of Questioned Document Examiners (ASQDE)
- Treasurer, the American Society of Questioned Document Examiners (ASQDE)

## EXPERIENCE

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2006- Present U.S. Postal Inspection Service Forensic Laboratory

*Senior Forensic Computer Analyst*

- Conduct examinations of digital media
- Prepare reports, communicate results to Inspectors, and testify in court to findings
- Maintain communication with Inspectors to assist them in obtaining the best quality of evidence to be submitted for examination
- Continue to perform forensic document examinations on an as-needed basis

2003-2006 U.S. Postal Inspection Service Forensic Laboratory Memphis, TN

*Forensic Document Examiner*

- Conduct examinations of handwriting, ink, paper, computer generated documents, alterations, obliterations, indented writings, etc.
- Conduct quality assurance, peer review and technical review examinations
- Serve as acting Laboratory Manager
- Prepare reports, communicate results to Inspectors, and testify in court to findings
- Use visual aids to assist a jury in understanding the examination procedures and findings in court
- Maintain communication with Inspectors to assist them in obtaining the best quality of evidence to be submitted for examination
- Responsible for maintaining integrity of evidence vault
- Receive and inventory evidence as it arrives in laboratory, ensuring chain of custody is intact

- Transfer evidence between laboratories and between laboratory sections, and responsible for evidence disposition after completion of all examinations
- Conduct ongoing research in the field of forensic document examination, specifically in the area of computer printer technology

1998–2003            Texas Dept. of Public Safety Crime Lab            Austin, TX  
*Forensic Document Examiner*

- Performed handwriting examinations or other document related exams on evidence submitted to the laboratory, including examinations of ink, paper, computer disks, typewriting, computer printers, etc.
- Assisted in search warrants to seize computer related equipment to be examined at the laboratory
- Conducted forensic examinations of computer hard drives, printers, and other digital data storage devices
- Conducted training for new Texas Rangers in the proper way to collect and submit evidence to the laboratory
- Prepared charts and presentations for use in court
- Testified to examination results in court
- Assisted in revision of Standard Operating Procedures
- Conducted ongoing research in the field of Questioned Documents

10/97-12/97        U.S. Postal Inspection Service Laboratory            Memphis, TN  
*Forensic Intern*

- Received instruction and assisted with casework involving handwriting and typewriting examinations, and cases involving multiple authors/documents
- Processed documents using the ESDA, a Video Spectral Comparator (VSC), and alternate light sources
- Applied image acquisition hardware and digital image processing software to resolve faint or obliterated document entries

Feb. 1997–May 1998    Alabama Dept. of Forensic Sciences            Birmingham, AL  
*Forensic Intern*

- Examined items of physical evidence for the presence of fingerprints
- Enhanced latent fingerprints using a variety of techniques, including alternate light sources, chemical processing, and digital image enhancement
- Photographed and developed enhanced fingerprints
- Identified controlled substances using FT-IR and GC/MS in drug- related casework

5/94- 10/95            H.W. Andersen Products, Inc.            Chapel Hill, NC  
*Laboratory Manager*

- Supervised day to day operations of the laboratory
- Wrote Standard Operating Procedures (SOP) and reports for the laboratory
- Maintained all communications between the lab and other departments
- Responsible for maintenance and troubleshooting of the gas chromatograph

## ADDITIONAL TRAINING

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- “Windows and Internet Forensics Training Course”; presented by AccessData, Potomac, MD; September 27-October 1, 2010.
- “Signature Workshop”, American Society of Questioned Document Examiners Meeting, Victoria, BC, Canada; September 1, 2010.
- “Electronic Recording and Analysis of Handwritten Signatures and Writings Workshop”, American Society of Questioned Document Examiners Meeting, Victoria, BC, Canada; August 31, 2010.
- “Signature Examination: Translating Basic Science to Practice Workshop”, American Society of Questioned Document Examiners Meeting, Victoria, BC, Canada; August 29, 2010.
- “Handwriting of a Homogenous Population Workshop”, American Society of Questioned Document Examiners Meeting, Dearborn, MI; August 10, 2009.
- “Challenging Signatures Workshop”, American Society of Questioned Document Examiners Meeting, Dearborn, MI; August 9, 2009.
- Typography Workshop, presented by the ABFDE. Asheville, NC; August 18, 2008.
- “Business Records Workshop”, presented by the ABFDE. Asheville, NC; August 16, 2008
- “FTK Bootcamp” training course, by AccessData. Charlotte, NC; June 16-18, 2008
- “Malware Bootcamp” training course, given by Wetstone Technologies, Inc. Atlanta, GA; June 4-6, 2008
- “Authenticating Questioned Documents”, presented by the ABFDE. Boulder, CO; August 13-14, 2007
- “EnCase Advanced Computer Forensics” training course, given by Guidance Software Inc., Sterling, VA, October 17-20, 2006
- “Advanced Data Recovery and Analysis--WinNT” training, given by the National White Collar Crime Center, Austin, TX, January 14-18, 2003
- “EnCase Internet and Email Examinations Course” training, by Guidance Software, Inc., Austin, TX, December 2-5, 2002
- “Advanced Data Recovery and Analysis--Win9x”, training at the National White Collar Crime Center in Fairmont, WV, July 30-August 3, 2001
- Training course given by Guidance Software, Inc. on computer forensics and the use of EnCase software, January 11-13, 2000
- “Canon Photocopier and Facsimile Training Workshop”, presented by the American Board of Forensic Document Examiners, October 4-6, 1999
- “Typewriter Examination and Classification Workshop” presented by the Southwestern Association of Forensic Document Examiners, April 23-25, 1999
- “Criminal Investigations in an Automated Environment Training Program”, Federal Law Enforcement Training Center, December 7-18, 1998 (in Austin, TX)
- “Paper Fiber Analysis” course by Integrated Paper Services, Appleton, WI; September 15-24, 1998
- “Fundamentals of Document Examination for Laboratory Personnel”, FBI Academy, Quantico, VA; June 15-26, 1998

## PRESENTATIONS AND PUBLICATIONS

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- Ware, Charlotte W.: “Chemical Toners – In Theory and Practice”, poster presentation at the Annual Meeting of the American Society of Questioned Document Examiners, Boulder, Colorado, August 2007.

- Ware, Charlotte W.: “A New Check Security Feature: Thermochromic Ink.” Presented at the Sixtieth Annual Meeting of the American Society of Questioned Document Examiners, San Diego, CA, August 2002.
- Ware, Charlotte W.: “Updating Document Examination: The Inclusion of Computer Disk Analysis” Presented at the Fifty-Ninth Annual Meeting of the American Society of Questioned Document Examiners, Des Moines, Iowa, August 2001.
- Ware, Charlotte W.: “Computer Evidence Analysis: An Emerging Field in Forensic Science” American Academy of Forensic Sciences, Young Forensic Scientist Forum Newsletter, January 2000.
- Ware, Charlotte W. and Stewart, Warren: “Comparison of Laser and Alternate Light Sources in the Detection of Biological Fluids and Household Stains (Abstract)” Proceedings of the American Academy of Forensic Sciences 4:27, 1998. Presented at the 1998 American Academy of Forensic Sciences Meeting, San Francisco, CA.