

Senior Technical Writer / Instructional Designer

Skills

§ Software Documentation – 10+ yrs	§ Hardware Documentation – 9 yrs
§ Instructional Design/Instructor/Facilitator – 10+ yrs	§ Policy and Procedures Documentation – 10+ yrs
§ Business Process Modeling – 5 yrs	§ Marketing Materials – 10+ yrs
§ Website Development – 10+ yrs	§ Software Development – 7 yrs
§ Project Management – 9 yrs	§ Customer Service – 10 yrs
§ Sales Manager – 7 yrs	§ Video Editing and Production – 3 yrs

Tools

§ Word	§ Excel	§ PowerPoint	§ Access
§ FrameMaker	§ QuarkXpress	§ Visio	§ PageMaker
§ PhotoShop	§ Illustrator	§ CorelDraw	§ Paint Shop Pro
§ RoboHelp	§ FrontPage	§ Dreamweaver	§ HomeSite
§ Visio Professional	§ FullShot	§ HyperSnap	§ SnagIt
§ Adobe Acrobat	§ Pinnacle Studio	§ WordPerfect	§ Paradox
§ Lotus 1-2-3	§ Interleaf	§ Crystal Reports	§ SQL
§ SharePoint	§ HTML	§ ASP	§ Java
§ C/C++	§ dBase/FoxPlus	§ Oracle	§ Basic/QBasic
§ SAP	§ ISO	§ Outlook/Groupwise	§ Clipper
§ ECC R3	§ SRM	§ InfoPak	§

Platforms

§ Windows Vista/XP/2000/98/95/3.1	§ Windows Server	§ DOS	§ Unix	§ Mac
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Awards, Certificates, & Special Training

§ Design Patent	§ Instructor	§ Career Counselor	§ NAVOSHA /CALOSHA
§ Customer Service	§ Sexual Harassment		

Work History

EFMPro November 2004 to Present

Vista, CA
 Senior Technical Writer
 Instructional Designer
 Editor
 Consultant
 Project Management
 Business Process Modeling
 Web Development

Responsibilities include designing and creating Training Courses & Support Material, Business Process Analysis, User Manuals, Quick Start Guides, Data Sheets, and Help Files for desktop, server, laptop, and handheld computer peripheral devices; creating User Manuals and Help Files for software applications; creating Release Notes, Addendums, Communication Bulletins, Upgrade Guides, and Quick Start Guides for medical devices, such as Pyxis® MedStation™ 2000/3500 systems, Pyxis® Connect scan station, and a DNA Synthesizing machine; creating Training Manuals; website design and content update; editing, and Desktop Publishing marketing materials (some in multiple languages); Business Process Modeling, Policy and Procedures documentation; developing Visio flowcharts for network (LAN/WAN) architecture and maintenance; and writing and editing a national hot tub service and training manual; taking and editing still and video images; Design & Creation of interactive PC-based training (with video clips to help explain subject matter); CD & DVD production.
www.EFMPro.com

Supported Clients:	· Mobility Electronics ,	· Cardinal Health ,	· Practical Automation ,
	· Magma ,	· StarTrac Fitness Equipment ,	· Automated Response Technologies
	· Egea Pharmaceuticals ,	· Ortiva Wireless ,	· County of San Diego
	· Association of Pool & Spa Professionals (APSP)	· Northrop Grumman	· The Irvine Company
	· iCoat Company	· AT&T	· Goal Financial, LLC
	· CostCo	· Meggitt Defense Industries	· Juanita's Foods
		· CradlePoint, Inc.	
		· SoCal Edison	

Dimension One Spas March 2002 to November 2004

Vista, CA
 Senior Technical Writer
 Editor
 Project Management
 Business Process Modeling
 Web Development

Responsibilities included **working closely with Engineering and Marketing** to create **Owner Manuals** for **spas**, **Assembly and Operating Instructions** for **spa accessories**, **Technical Tips** and **Service Bulletins** with **repair information**, **Service Manuals**, and **Specification Documentation**. Some tasks also included shooting **digital still and video images**, editing of video and graphics, and production of VHS, CD, DVD, and **Streaming Media** (for websites). Other tasks included the coordination and release of multiple documents in **multiple languages**, including **redesign of B2B and B2C websites** to ensure accessibility via language selection. **Implemented new "Print-on-Demand" technology** to reduce waste and save \$50K-\$75K

annually.
www.D1Spas.com

San Diego Data Processing Corp. San Diego, CA Tech Writer II Web Development Project Tech Lead Business Process Modeling	August 1999 to February 2002 Responsibilities included interviewing IT/IS staff and end-user personnel to identify computer system components, collect and organize data, document existing computer systems, develop Business Process Models, and draft policy and procedure documents for the City of San Diego Water Department; Water and Wastewater Facilities Division; and the Facilities Services Engineering Division. These series of documents included: Policy and Procedures; Testing Plans and Scripts; SAP Procedures; Infrastructure; and Training Manual for HTML-Based Customer Service system. www.sddpc.org
First American CREDCO Poway, CA Senior Technical Writer Web Development	November 1997 to August 1999 Responsibilities included maintenance of all technical manuals; documenting internal processes and systems; creation of "End-User" manuals for Desktop Windows-based software products ; and corporate Intranet content. Other tasks included the design and incorporation of new graphics for Desktop software user manuals, disk labels and cases, CD silk-screen, and binder covers; creation of "user-friendly" Windows Help files, Adobe PDF files, and interactive HTML Intranet files; and creation of Statement of Work and awarding of contract to produce 10,000+ products through new "Print-on-Demand" technology and cut at least one week of time to reach customers. www.credco.com
Computer Economics Carlsbad, CA Senior Technical Writer Editor Contributing Author	May 1995 to March 1996 Research and write articles for newsletters focusing on economics in the IS/IT industry. Computer newsletters worked on include: Open Systems Economics; Client/Server Economics; Digital Directions Research; Network Economics Letter; Reengineering Economics Letter; Software Economics Letter; Internet Marketing Letter; and Computer Economics Report. Edit and "layout" articles contributed by other authors to conform to CEI style manual and to fit available space allocations. Create graphics and tables to support focus of articles provided as contributing author. http://www.computereconomics.com/
Active Engineering Technologies Vista, CA Senior Technical Writer Project Manager Web Development Software Development Sales Manager	November 1994 to November 1997 Responsibilities included working with programming staff to identify, test, and document new or changing computer software components, installation routines, on-line help files, and test programs; and press releases and writing ad copy for advertising campaigns. Other responsibilities included writing manuals for OEM products; writing technical proposals and reports for government and civilian software contracts; managing product development and product sales projects; product sales; making minor software product changes; and designing and maintaining company website.
AETECH, Inc Carlsbad, CA Senior Technical Writer Project Manager Instructional Designer Instructor Web Development Sales Manager	October 1989 to November 1994 Responsibilities included working with programming staff to identify, test, and document new or changing computer software components, installation routines, on-line help files , and test programs; press releases ; and writing ad copy for advertising campaigns. Additional responsibilities included designing, writing, and teaching a 40-hour course on MS-DOS, Windows, and MS-Office including an introduction to each piece of software, practice exercises , and lessons utilizing OLE to increase productivity. This course was prepared and delivered to the U.S. Air Force on the Desktop III procurement contract, which delivered over 250,000 PC's to the U.S. Air Force. The course was rated in the top 2% according to USAF ratings. Other responsibilities included writing manuals for OEM products; writing technical proposals and reports for government and civilian software contracts; managing product development and product sales projects; product sales; and designing and maintaining company website .
