
Senior Technical Writer / Instructional Designer

Skills

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- Software Documentation – 10+ yrs
 - Instructional Design/Instructor/Facilitator – 10+ yrs
 - Business Process Modeling – 8 yrs
 - Website Development – 10+ yrs
 - Project Management – 10+ yrs
 - Sales Manager – 7 yrs
 - Hardware Documentation – 9 yrs
 - Policy and Procedures Documentation – 10+ yrs
 - Marketing Materials – 10+ yrs
 - Software Development – 7 yrs
 - Customer Service – 10+ yrs
 - Video Editing and Production – 4 yrs

Tools

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

Platforms

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- Windows 7/Vista/XP/2000/98/95/3.1
 - Windows Server
 - DOS
 - Unix
 - Mac

Awards, Certificates, & Special Training

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- Design Patent
 - Instructor
 - Career Counselor
 - NAVOSHA /CALOSHA
 - Member, Board of Directors, Bravura Youth Symphony
 - Sexual Harassment
 - Customer Service

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 (many for SAP-/nuclear-related activities using ADDIE methodology, designed XML financial tracking system using Adobe forms and an Access database, 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:

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

Dimension One Spas <i>Vista, CA</i> Senior Technical Writer Editor Project Management Business Process Modeling Web Development	March 2002 to November 2004 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. <i>San Diego, CA</i> 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 <i>Poway, CA</i> 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 <i>Carlsbad, CA</i> 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 <i>Vista, CA</i> 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 <i>Carlsbad, CA</i> 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 .