
CHRONOLOGICAL RESUME

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OBJECTIVE

To obtain a telecommuting position with a professional organization where I can be creative and utilize my skills as a technical writer/desktop publisher.

PROFILE

- Technical writing (end user manuals, installation/maintenance/repair manuals, courseware, MS Windows help screens)
- Course development and instruction
- Desktop publishing skills (design/typesetting/illustration), and marketing experience
- Organized, self starter, detail oriented, with excellent communication abilities
- Supervisory background
- Operation, repair, and training of PC, and Macintosh computer systems
- Knowledgeable in wide variety of software applications: Adobe PageMaker, Macromedia Freehand, Adobe Photoshop, MS Word, HTML authoring tools, RoboHelp, dBase, EXCEL, various Internet apps, etc.

EXPERIENCE

1991 - Present COMPANY 1 INC., Homestead, Florida

Widget manufacturer & telecommunications

Technical Writer

- Create end user manuals and MS Windows help screens detailing the installation/maintenance of hardware and software applications designed for Company 1 products.
- Develop procedures and standards for creating technical product bulletins and installation/maintenance manuals.
- Interface with all departments to acquire needed information for documentation.
- Assist company personnel with learning productive techniques for using computer software and hardware.

1979-1990 COMPANY 2, INC, Hauppauge, New York

International electronics communication company

Senior Technical Instructor (5/87-5/90)

- Developed and presented technical courses designed to train field engineers on procedures for installing/maintaining computer hardware and software specific to Information Services, Inc.

- Instructed field engineers on troubleshooting techniques for the repair and maintenance of computer hardware and software.
- Instructed on the use of test equipment: data analyzers, oscilloscopes, multimeters, and software diagnostic tools.
- Wrote technical manuals and handbooks detailing installation and repair procedures.
- Designed and presented courses for technical staff, non-technical staff, sales, and management users.
- Provided evaluation reports and testing of trainees to determine competency level.
- Traveled Europe and U.S. to assemble course development information.

Accomplishments

- Promoted to Senior Technical Instructor position.
- Initiated and completed a plan to design and develop all documentation given to trainees.

Repair Line Supervisor (12/83-5/87)

- Appointed to reorganize and supervise the daily operation of the repair department.
- Implemented necessary changes for increased productivity.
- Hired, trained, and evaluated repair personnel.
- Maintained repair parts inventory.
- Provided management with status and productivity reports.

Accomplishments

- Promoted to Technical Instructor position.
- Decreased turnaround time of incoming equipment from two weeks to two days.
- Initiated new inventory control program. Program was accepted for use in other departments.
- Increased productivity by 40% within 2 months.

Senior Repair Technician (12/79-5/83)

- Repaired computer systems and peripherals to board and component level by locating defective parts and replacing them.

Accomplishments

- Promoted to Supervisor.
- Increased productivity level of the department by introducing new testing and troubleshooting methods.
- Promoted from entry-level Technician to Senior Technician.

EDUCATION

AS - Electronic Engineering

State University of New York

Minor in Psychology

Certificate in Digital Computer Technology

Computer Technical School, 1979

Z: <http://www.jobs-telecommuting.com>