

Objective To achieve my career goal of obtaining a position as a technical writer by combining my diverse electro-mechanical, quality control, IT, and management background along with my attention to detail and writing skills.

Experience Serving in the United States Air Force, I developed strong leadership, analytical, troubleshooting, and project management skills coordinating aircraft repairs with other maintenance organizations to ensure the aircraft were prepared for continued service in limited time frames. My technical writing career path began when I was assigned to manage the Technical Manual Distribution Office which required writing local maintenance procedures for use by peers working on military aircraft, and maintaining 152 technical manuals in over 17 aircraft and maintenance offices.

Employed at Capital Electro-Circuits, Inc, I continued to refine and further develop my technical writing, leadership, analytical, troubleshooting, and project management skills through continued training and documentation of the manufacturing process (writing work instructions, procedures, and a quality manual), while implementing the ISO 9000 quality management system. I also developed customer service skills through communication with customers ranging from college students to CEO's to resolve design and manufacturing issues. My diversified background was broadened by filling in for the Sales and Production Managers in their absences. An additional responsibility at CEC was to update, maintain, and refresh the corporate web site.

Working at Carter Control Systems, I continued to develop my technical writing, technical illustration, project management, and customer service skills. I contributed to project proposals, site preparation, training documents, and maintained the user manual for the proprietary software used by the United States Postal Service (USPS). Project management experience was enhanced by performing site supervisor duties to direct and coordinate both peers and sub-contractors to ensure the on-time installation of automated mail handling/sorting systems at USPS facilities throughout the United States. Customer service skills were enhanced while answering senior level management questions during system installations, training on-site USPS employees on the proper operation, maintenance, and repair of the equipment, also provided remote phone based support to USPS maintenance personnel after system installation was complete. Advanced MS Word experience was achieved through the process of updating the original generic, static, and multi-document "shop traveler" into a single, interactive, job specific document through the use of Visual Basic for Applications (VBA) in MS Word and equipment illustrations developed in MS Visio.

While employed at R. W. Harrell's Pump Service, Inc. I added to my technical writing experience through the process of creating standardized marketing graphics to improve brand recognition with customers, and through the translation of installation and service technician notes to general, non-technical descriptions for customer invoices. I also learned and subsequently trained peers on a new application critical to calculating and designing residential Heating, Ventilation, and Air Conditioning (HVAC) systems which resulted in my developing and documenting a procedure to reduce by as much as 50% the amount of time it took to perform the calculation from a paper based blueprint.

Development of my own web site (HamiltonsLive.Com), has added to my technical writing, graphic generation, and web management experience.

Technical Skills

- Microsoft Office 2003 ● XP ● 2000 ● 97 ● Visio ● Project ● FrontPage
- Corel PerfectOffice (WordPerfect) ● Draw ● Paint
- Adobe Acrobat ● Photoshop
- Macromedia Dreamweaver ● Fireworks
- Autodesk AutoCAD
- WrightSoft RightSuite Residential
- Microsoft Windows XP ● 2000 ● NT 4.0 ● 9X ● 3.X

- Microsoft Visual Studio.NET (VB) 2003, 2005 / VBA (Word, Excel) / SQL Server 2000
- The ability to rapidly learn, productively use, and teach new software

Education **University of Phoenix-Online** Phoenix, AZ
 Bachelor of Science, Information Technology
 • 78 of 123 credits completed

Orange Technical Institute Gaithersburg, MD
 Microsoft Certified Solutions Developer (MCSD)
 • Completed 196 hours of Visual Basic.Net / SQL Server course work in pursuit of a MCSD certification
 ○ Programming With Microsoft Visual Basic.Net
 ○ Developing Microsoft ASP.NET WEB Applications Using Visual Studio.Net
 ○ Programming With Microsoft ADO.NET
 ○ Building COM+ Applications Using .NET Enterprise Services
 ○ Developing XML Web Services using ASP.NET
 ○ Querying Microsoft SQL Server 2000 with Transact-SQL
 ○ Programming a Microsoft SQL Server 2000 Database

CompUSA Training Supercenter Gaithersburg, MD
 Microsoft Certified Systems Engineer (MCSE)
 • Completed 150 hours of Information Systems Management / Support course work in pursuit of a MCSE certification
 ○ Windows NT 4.0 System Administration
 ○ Windows NT System Architecture and Network Support
 ○ Windows NT 4.0 Enterprise Technologies
 ○ Windows NT Server 4.0 TCP/IP
 ○ Managing Internet Information Server
 ○ A+ Certification

Certificate Training received from Various Providers
 • Internal Auditor Course to the ISO9000 Standard
 Provided by: Advent Management International, Ltd.
 • Documenting your Quality Management System
 (Provided by: American Quality Resources)
 • Lead Assessor Training
 (Provided by: The Victoria Group)
 • Student Leader Management
 (Provided by: United States Air Force)
 • Leadership "Management" School
 (Provided by: United States Air Force)
 • Coaching and Teambuilding Skills for Managers and Supervisors
 (Provided by: SkillPath)

Employment History **R. W. Harrell's Pump Service, Inc., (Harrell's Services)** Sharpsburg, MD
 • System Design Engineer 2006-2007
 • System Engineer-Administrator

Carter Control Systems, Inc., (CCS) Frederick, MD
 • Project Engineer 2004-2006
 • Electronic Technician

Capital Electro-Circuits, Inc., (CECI) Gaithersburg, MD
 • Manager, Information Systems 1995-2003
 • Quality Control Manager

United States Air Force, (USAF) Dover, DE
 • Technical Publications Distribution Office Manager 1988-1995
 • Senior Shift Maintenance Technician
 • Flying Maintenance Technician

