

JOHN REYNOLDS

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Documentation · **Business Analysis** · **Web Content** · **Online Help**

Professional Summary

- **Documentation and Analysis** skills that are competent, creative, and multi-faceted
- **Web site production** experience with graphics, content, site management, and coding
- **Excellent technical knowledge** of computer, software, and instrumentation systems
- **Reliable and conscientious:** able to complete projects with minimal supervision
- **Well organized:** all work archived with complete tracking of revision levels
- **Easy rapport** with people from all professional levels and diverse backgrounds

Accomplishments

Documentation and Analysis...

Central agent of design, layout and/or writing for the following:

Business requirements for software design	Flowcharts, diagrams, and technical illustrations
Software and instrumentation manuals	Technical forum minutes
Online help (Windows Help / HTML Help)	Newsletters
Presentation kits, overheads	Quick reference guides

Proficient with these software tools for documentation and web site production:

NetObjects TeamFusion, Authoring Server	Macromedia Fireworks
Allaire Homesite	Adobe Acrobat
Macromedia Dreamweaver	FrameMaker
RoboHelp and RoboHTML	Microsoft Word
Microsoft Access	WordPerfect
Microsoft Visio	

Web Site Production...

Central content developer, operator for intranet web site startup and maintenance at PG&E Energy Trading:

Implemented site structure and design	Improved site navigation with JavaScript rollovers, pop-ups
Identified and maintained department contacts	Made custom graphics as needed
Converted Java routines to ASP web forms	Coordinated site transfer to new server location(s)

Excellent Technical Knowledge...

Developed these custom Microsoft Access database applications for web site efficiency and document tracking:

Webmaster's File Mover	Outlook Interceptor (unattended file posting to web site)
Web Site Changes Log	Doc-Logs (document numbering, version tracking)

Improved skills by attending these training seminars:

- Web Development with ASP (DuraSoft), 5-day, March 2002.
- C++ for Non-C Programmers (Batky-Howell), 5-day, January 2002.
- Creating, Managing a Web Server Using Microsoft IIS 4 (Digital Consulting & Software), 3-day, December 1999.
- Using NetObjects TeamFusion and NetObjects Authoring Server (Core Software), 2-day, June 1999.
- Programming / Advanced Programming Microsoft Access 97 (Applications Developers), 5-day, September 1998.

Self-taught expertise with MS-Access database application development, Visual Basic for Applications (VBA) and VBScript programming, HTML, Windows Scripting Host, Windows operating system, DOS commands, and batch files. Work experience includes exposure to multiple industries: computer manufacturing and support, energy commodities trading, oil and gas transfer instrumentation, safety engineering, computer repair, electronics, biomedical, and oil and gas exploration.

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Reliable and Conscientious...

Excellent job performance appraisals. Minimal supervision needed for work with web site startup and maintenance, product development teams, safety engineering forums, documentation research, and newsletter startups.

Well Organized...

Developed and maintained databases (Q&A, Paradox, and MS-Access) for tracking documentation revisions and components. Always maintained orderly system of backing up source files, revision markups, and contacts notes.

Easy Rapport...

Comfortable with interviewing experts in multiple disciplines (including administration and supervisory staff, software developers, and engineering staff) for producing software specifications and business requirements, coordinating web site content, development of end user documentation, and production of technical forum minutes.

Education

College Graduation

A.A.S. Electronics Engineering Technology (4.0 GPA) - Houston Community College, Houston, Texas, 1988
B.S. Biology - Kent State University, Kent, Ohio, 1977

Additional Documentation Courses - College Level

University of Houston - Downtown, Houston, Texas:

Business and Technical Report Writing Advanced Business and Technical Report Writing
Editing, Rewriting, and Copyreading Advanced English Grammar for Writers

Houston Community College, Houston, Texas:

Word Processing (WordPerfect) Electronic Publishing (Ventura Publisher)
Beginning C Programming

Work History

12 years experience in documentation

2001-2002	Technical Writer for software user documentation, online Help (for managing Windows cluster server systems)	BMC Software, Houston, TX
2000-2001	Technical Writer and Business Analyst for new system development and implementation (web-based customer relations management software)	Compaq Computers - Consumer Support, Cypress, TX
1999-2000	Intranet Webmaster for energy commodities trading company	PG&E Energy Trading, Houston, TX
1994-1999	Technical Writer for developers of oil and gas transfer instrumentation and software	Daniel Industries, Houston, TX
1992-1994	Technical Writer for space shuttle payload safety review board	Calspan - Arvin Industries, NASA - Johnson Space Center, TX
1990-1992	Documentation Specialist for hospital information services	Texas Children's Hospital, Houston, TX
1988-1990	PC Repair Technician for hospital offices and labs	Texas Children's Hospital
1987-1988	Full-time student in biomedical electronics program	Houston Community College
1978-1986	Field Representative (mud engineer) for oil field drilling fluids company	IMCO Services / M-I Drilling Fluids, Houston, TX

Professional Organization

Society for Technical Communication (STC)

Member of Houston chapter since 1991. Served as treasurer for 3 years (1994 to 1996), web site administrator for 2 years (1997 to 1998), and membership database manager for 3 years (1999 to 2002).