**OCT 2015 to Present**

JOB TITLE: Senior e-Learning Instructional Developer and Senior Technical Writer

COMPANY: Neotecra, inc.

COMPANY ADDRESS: 90 John Street # 504, New York, NY 10038

COMPANY PHONE NUMBER: (212) 693-3353

JOB DESCRIPTION: Neotecra contracted with the New York Power Authority (NYPA) to document and develop training material for a new software application that audited their computer systems, cataloged their cyber assets and documented their vulnerability. Documentation was developed essentially without assistance on site at Utica’s NYPA Clark Energy Center (CEC).

REASON FOR LEAVING: Ongoing but contract coming to an end.

**APR 2015 to JUL 2015**

JOB TITLE: Senior Technical Writer

COMPANY: CSG Government Services

COMPANY ADDRESS: 651 Boas Street, Harrisburg, PA 17102

COMPANY PHONE NUMBER: (717) 787-5279

JOB DESCRIPTION: CSG contracted with Commonwealth of PA to take over contract (formerly IBM) for upgrading DOL Unemployment Insurance processing hardware and software. Hired to assist with deliverable documentation during data development and design review processes, including meeting minutes and action item database.

REASON FOR LEAVING: Contract ended.

**JUN** **2014 to** **DEC 2014**

JOB TITLE: Senior Technical Writer

COMPANY: Innovative (IPP) with Yaw Automation (at Corning, Inc.)

COMPANY ADDRESS: 33 W William St, Corning, New York 14830

COMPANY PHONE NUMBER: (607) 936-2803

JOB DESCRIPTION: Author Standard Operating Procedures (SOPs) for new equipment being installed and help train equipment operators in new procedures.

REASON FOR LEAVING: Contract ended.

**FEB** **2012 to** **JAN 2013**

JOB TITLE: Senior Logistics Engineer and Technical Writer

COMPANY: National Engineering Service Corporation (NESC)

COMPANY ADDRESS: 72 Mirona Road, Portsmouth, New Hampshire 03801

COMPANY PHONE NUMBER: (800) 562-3463

JOB DESCRIPTION: NESC awarded 1-year contract with Rockwell-Collins to upgrade their documentation with the US Navy for their E-2 aircraft task trainers. The two task trainers were for the aircrafts power plant training (PPT) and aircraft systems maintenance training (SMT). The aircraft was being upgraded from E-2C to E-2D, requiring upgrades to the trainers by Rockwell-Collins, and rewrites to several operation and maintenance (O&M) manuals. Also Logistics packages and other publications updated, including spares lists, drawing packages, preventive maintenance cards, and training curriculum; all updated and released to customer. Tools used included the Microsoft Office 2010 suite, including Word, Excel, Access, PowerPoint outlook and Visio. Drawings created in or using PowerPoint, Paint Shop Pro, Visio and SnagIt. Work performed on-site at Rockwell-Collins plant on 31 Lewis Road, Binghamton, NY 13905.

REASON FOR LEAVING: Contract ended.

**NOV 2008 to NOV 2011**

JOB TITLE: Manager of Publications, Training and Logistics Engineering

COMPANY: Binghamton Simulator Company, Inc. (Since renamed BSC Partners, LLC, and now BSC Associates, LLC.)

COMPANY ADDRESS: 151 Court Street, Binghamton, NY 13901

COMPANY PHONE NUMBER: (607) 321-2980

JOB DESCRIPTION: Company developing a product for training helicopter non-flight crews in duties such as door gunner tasks, cargo replenishment and search and rescue. After developing several prototypes and demonstration versions, an award from the Navy required BSC to manufacture and deliver the Fleets first Aircrew Virtual Environment Trainer (AVET) system, for the Naval Air Station (NAS) North Island, San Diego, California. Later, the Army ordered a similar device to go with their AVCATT integrated helicopter trainer. AVET was designed to support specific individual and team port or starboard cabin door laser-sighted GAU-21 .50 caliber (12.7mm) machine gun tasks for the HH-60H Seahawk helicopter, and can be internally converted to support similar tasks in the MH-60S Knighthawk helicopter. Tasks included all logistic analysis for availability, maintainability and repair, spares provisioning, and all required supporting documentation needed to operate and maintain the entire system, including preventive maintenance, O&M, PLCs, mission generation and post mission debriefing. This also required the generation of all training packages needed by the customer trainers, users and maintainers.

REASON FOR LEAVING: Lost both major DoD contracts. Control of company changed hands to avoid bankruptcy. Company business model changed from manufacturer of major simulation training products to relocation of other simulation company’s training products. Most employees let go with the exception of some front office and field service. Company sold at auction and renamed BSC Partners. (Later renamed BSC Associates, LLC)

**MAY 2008 to NOV 2008**

JOB TITLE: Senior Technical Writer

COMPANY: Writing Assistance, Inc.

COMPANY ADDRESS: 3140 Harbor Lane Suite 130 Plymouth MN 55447

COMPANY PHONE NUMBER: (877) 392-9772

JOB DESCRIPTION: Logistics engineering consultant to BSC for its newly awarded AVET program. All work was performed at client’s facility, 151 Court Street, Binghamton, NY 13901.

REASON FOR LEAVING: Offered a permanent position on staff serving the same role for BSC, Inc.

**SEP 2007 to** **MAY 2008**

JOB TITLE: Solutions Author - Technical Writer

COMPANY: Computer Task Group (CTG) Corporation

COMPANY ADDRESS: 2404 Watson Boulevard, Endicott, NY 13760

COMPANY PHONE NUMBER: (607) 785-6649

JOB DESCRIPTION: Authored solution documents for the IBM Corporation. CTG supplies IBM with technical writers, technical trainers, software programmers and some accountants. These all work as a team to generate (author) "solution" documents. These solutions are used on help websites and as scripts for help desk personnel, offering solutions to IBMs worldwide staff and customers for their many products and applications. Sometimes generated to populate help areas for new products, and other times in response to polls that ask if the solution was a help or not. If not, the solution is examined and augmented as needed to satisfy the internal or external customer. Work was physically performed at IBMs plant located at 1701 North Street, Endicott, NY, 13760, (607) 754-9558.

REASON FOR LEAVING: Offered an opportunity by Writing Assistance, Inc. to return to the world of simulation trainers as a logistics and publication consultant to BSC.

**JUL** **2006 to** **AUG 2007**

JOB TITLE: Senior Technical Writer

COMPANY: Raymond Corporation

COMPANY ADDRESS: 22 South Canal Street, Greene, NY, 13778

COMPANY PHONE NUMBER: (607) 656-2311

JOB DESCRIPTION: The Raymond Corporation manufactures material handling trucks, commonly known as fork-lift trucks from their front lift design. Raymond offers a product line for each major category in the material handling field, including hand trucks, and both sit down and stand up models of Lift Trucks, Reach-Forks, Tow, Pallet and Reach Trucks capable of lifting and storing material in warehouses far above the truck. The last of these trucks was the “Nina” 4400, which satisfies customers needing the ability to move and lift a 4400 Kg load, log it in as delivered and place it into a storage area high up in the warehouse. As senior technical writer hired specifically for the Nina project, created Help files (DOC2HELP), truck user manual, truck maintenance manual, and parts manual using structured FrameMaker with custom FM-Script to ensure commonality of things such as callout arrow heads, line thickness, color and shadow characteristics. All material created was used as basis of training package for maintainers and users. Nina release was summer of 2007.

REASON FOR LEAVING: Helped wife and son move to Florida as marriage broke up after 20+ years. Documentation requirements for product release were completed and I was looking for employment in Florida to be with my son in Tampa. Turned down opportunity with CAE Simulation in order to return to southern tier to provide a home for my son when he moved back. Took position with CTG (for IBM) as solutions author.

**APR 2004 to** **OCT 2005**

JOB TITLE: Instructional Designer and Technical Writer

COMPANY: EYP Mission Critical Facilities (MCF)

COMPANY ADDRESS: 54 State Street, 3rd Floor, Albany, NY, 12207

COMPANY PHONE NUMBER: (518) 337-2066

JOB DESCRIPTION: EYP Mission Critical Facilities (MCF), an A&E company, was a worldwide thought leader in the safety of America’s financial and digital assets. MCFs can be any facility or function that has a mission critical to a company, industry or the nation. If the facility is lost or its function is interrupted, the effect can be catastrophic. This is true of major financial institutions and banks, internet service providers, electrical power stations and providers, electrical grid controllers, and large scale email servers and shopping hubs. Many American and Western governmental and military establishments fall under this category as well. As the thought leader, EYP MCF has devised highly-reliable networks and power distribution to ensure maximum up time, even if the local power company experiences a failure. EYP MCF won a contract to deploy a mission-critical electrical power solution for major US airports - many of which had no backup plans for their radars, communication equipment, etc. It took a year and a half to develop the manuals and training, and deploy the backup generators, UPS/Batteries, etc. The approach designed for the manuals was cafeteria-style. Obviously, the power handling, generating, protection and distribution equipment is sized for the airport facility and local power supply. Troy NY will need smaller diesel generators, circuit breakers, automatic transfer switches, civilian power feeds, cooling requirements, radar systems, battery packs and load banks, than LA, for example. Therefore, the supporting documentation had to be tailor designed and written for each individual site, including all normal and emergency operating instructions, ensuring maximum power support for all critical airport functions. This was a very successful project and contract, and I hoped to be hired onboard, but unknown to us were ongoing negotiations that led to EYP MCF being purchased by Hewlett-Packard to bolster their data center business, causing a worldwide hiring freeze within EYP MCF.

REASON FOR LEAVING: FAA accepted technical data package (manuals, vendor support packages, tool and spare sets, material, drawings, training package and parts catalogs), ending my part of the contract.

**SEP** **2003 to** **MAR 2004**

JOB TITLE: Senior Technical Writer

COMPANY: Superior Technical Resources

COMPANY ADDRESS: 520 Columbia Drive, Suite 105, Johnson City, NY 13790

COMPANY PHONE NUMBER: (607) 797-1501

JOB DESCRIPTION: Superior Technical Resources and Ensco signed agreements with Lockheed-Martin in Owego NY to provide Technical Writers, Instructors, Illustrators, logistics engineers and software programmers to work down a backlog of work putting the USAF A-10 “Warthog” Close Air Support (CAS) aircraft upgrade back on schedule. Much of the original documentation and training material had to be assessed to determine how much was reusable without change; reusable with some changes; or required a complete rewrite and/or re-illustration. Very detailed work requiring a high level of attention to detail, since some changes were with the software, causing hardware that had not changed to perform differently, and this change had to be captured and documented. Concurrency had to be maintained between the logistics, publication and training packages. Older text and drawings had to be made current and compliant with new e-libraries, and authored under Arbortext and structured FrameMaker, and most drawings moving from AutoCAD R14 to a much newer release. And all had to be converted to electrical, interactive presentations that permitted seamless navigation between data types. Although some work was performed at the BAE plant in Westover, NY, most work was accomplished at the Lockheed site: 1801 State Route 17C, Owego, NY, 13827; (607) 751-2000

REASON FOR LEAVING: Contractors were released as program backlog was worked off.

**JUL** **1981 to** **MAR 2003For five back back**

JOB TITLE: Technical Instructor, Technical Writer, Instructional Systems Developer, Logistics Engineer, Software Engineer

COMPANY: Singer - Link Flight Simulation

**JUN** **1973 to** **JUN 1981**

JOB TITLE: Electronics Technician, Navigation Supervisor, Instructor, Training Department Lead, Section Head. Master Training Specialist.

COMPANY: United States Navy Submarine Service