

## HERMEZ

35680 Terrace Drive • Fremont • California 94536  
(510) 794-9414  
ahermez@attbi.com

---

### OBJECTIVE

#### Application Support Specialist

### EMPLOYMENT SUMMARY

Extensive experience in writing, editing, and producing various technical and marketing documents, including:

- User guides, quick starts, and online help files
- Operation, installation, service, and maintenance manuals
- Bulletins, data sheets, release notes, specifications, engineering memos, brochures and white papers

### SKILLS

- At ease with PC and Macintosh platforms
- Desktop publishing, using Adobe FrameMaker
- Familiarity with Adobe FileMaker and Acrobat; Microsoft Word, Excel, and Outlook; and basic network concepts
- Excellent research, organizational, and interpersonal skills to efficiently gather data from engineering, marketing, manufacturing, and other technical sources, and successfully coordinate effort of writing and production teams

### PROFESSIONAL EXPERIENCE AND ACCOMPLISHMENTS

#### WRITING/EDITING

- Conceptualized, researched, wrote, edited, and developed content for online help (user guide) files, quick starts, software and hardware installation and operation manuals, user guides, service manuals, engineering memos, product descriptions, bulletins, brochures, and marketing materials, in fast-paced environments with aggressive deadlines.
- Expedited text creation by designing and building document templates, and establishing manuscript submission guidelines.
- Streamlined operation by visualizing projects from inception to completion, developing styles guide, and defining production process.

#### MANAGEMENT

- Supervised junior writers, and managed multiple projects simultaneously.
- Interfaced with vendors, contractors, hardware/software engineers, product managers, parts and marketing personnel, quality assurance, artists, technical support, and legal staff.

#### TRAINING/TEACHING

- Directed educational institutes for personal and professional development, employing nationally recognized staff, and qualifying institutes for accreditation by numerous universities, including the University of California Systems.
- Developed and taught academic curricula.
- Counseled students and clients on academic, vocational, and industrial matters.

### EMPLOYMENT HISTORY

<b>Technical Writer/Editor</b> , Hermez Productions ( <i>Independent Contractor</i> ), San Jose, CA	<i>1990-Present</i>
<b>Senior Technical Writer/Editor</b> , Sony Electronics, Inc., San Jose, CA	<i>1991-2001</i>
<b>Senior Technical Editor/Writer</b> , Ampex Corporation, Redwood City, CA	<i>1987-1990</i>
<b>Senior Documentation Specialist</b> , Vitalink Communication Corporation, Fremont, CA	<i>1982-1987</i>
<b>Instructor/Counselor</b> , Department of Rehabilitation, Placerville, CA	<i>1978-1981</i>
<b>Director</b> , Renaissance Integrated Workshops, San Diego, CA	<i>1969-1977</i>
<b>Instructor</b> , Lone Mountain College and Presentation High School, San Francisco, CA	<i>1966-1969</i>

## **EDUCATION**

**M.A.**—Theology, Marquette University, Milwaukee, WI

**B.A.**—Economics, University of San Francisco, San Francisco, CA

## **RECOGNITIONS**

- Twice recipient of the “Employee of the Quarter” award
- Recipient of the “Safety Committee Person of the Year” award

## **ATTRIBUTES**

Tenacious. Succinct. Meticulous. Dedicated. A quick study and team player who readily interacts with superiors, colleagues, and subordinates.

## **REFERENCES**

Available on request