ROBERT FREEMAN

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**OBJECTIVE:** Seeking a writing position with a company thatcan utilize my skills and help me grow.

# SKILLS Microsoft Office Suite (Word, Excel, Power Point, and Outlook)

# Visio AutoCAD SharePoint

# SAP Snagit

## **QUALIFICATIONS**

* Excellent communication skills
* Create, edit, and update documentation using various resources
* Used various Configuration Management Systems
* Ability to multitask
* Ability to prioritize projects
* Leadership

## **ACCOMPLISHMENTS**

* Security Clearance – Secret Clearance while in the Navy
* Received three group achievement awards

## **EMPLOYMENT HISTORY**

**First Command** July2024 – October 2024

Technical Writer (short term contract)

* Created financial quick reference guides using various resources including videos, SME support, and previous documentation
* Created new style template using current corporate writing requirements

**Kӧrber Supply Chain** October 2022 – April 2024

Technical Writer

* Created service, parts, and maintenance manuals
* Created templates
* Conducted training
* Reviewed assembly drawings and schematics for accuracy
* Researched which CE components needed to be replaced with UL components
* Edited Environmental Health and Safety Manual
* Edited and updated human resources documents
* Converted documents to a pdf format
* Minimum use of Jira

**ETC** October 2021 – September 2022

Technical Writer III

* Created user manuals
* Created training manual for financial representatives and managers
* Converted documents to a pdf format
* Used approved business documents to update the user manual
* Reviewed and updated other various types of documentation
* Completed BA associated work

**Smartrise Engineering** April 2019 – October 2021

Senior Technical Writer

* Created new writing standards
* Created and updated user manuals and guides
* Created templates
* Created Visio drawings
* Edited documents
* Wrote addenda
* Created PDF forms
* Reviewed code

**Oracle Elevator** August 2018 – April 2019

Senior Technical Writer

* Created training course for instructors
* Wrote and updated elevator maintenance control plans
* Wrote escalator maintenance service plans
* Wrote recommendations for service contract agreements
* Created templates
* Created Visio drawings

**ETAN Industries** January 2018 – July 2019

Documentation Specialist

* Edited and updated business requirement documents
* Edited and updated software detailed design documents
* Updated template
* Created Visio drawings
* Minimum use of Confluence

**Epic Products** October 2017 – June 2018

Technical Writer

* Created modular training courses for operator and maintenance personnel
* Created operator and maintenance manuals
* Updated multiple manuals with current up-to-date design and functionality
* Company document liaison
* Worked with other personnel around the US

**ETC** April 2014 – October 2017

Technical Writer

* Created Online Help documentation using HTML program RoboHelp
* Created training manual for customer service, financial representatives, and managers
* Wrote and edited software functional, preliminary, and design documents
* Assisted in editing bid proposals
* Reviewed and updated other various types of documentation
* Created templates
* Created and updated workflow drawings and processes

**Epic Products** August 2013 – November 2013

Technical Writer

* Created, updated, and edited various manuals

**RSI Visual Systems** February 2012 – November 2012

Technical Writer

* Wrote bid proposals for flight simulators
* Wrote and updated quality policies and standard operating procedures
* Revamped quality manual in order to meet current policies and procedures
* Constant communication with subject matter experts in order to write how the flight simulator equipment will meet all customer standard requirements
* Wrote and updated test procedures
* Edited and formatted past and current engineering documentation

**Variosystems** May 2011 – July 2011

Documentation Specialist

* Created work instructions on how to build electronic boards
* Wrote engineering change orders for internal and external customers
* Conducted training

**Siemens** September 2006 – March 2010

Technical Writer II

* Created online DITA based documentation
* Updated existing documentation in accordance with current specifications, change of material, and/or schematic changes
* Wrote bid proposals for airport logistics
* Wrote processes, procedures, and created flow charts
* Conducted training
* Parts Lead

**Siemens** August 1998 – October 2004

Electronic Technician/Technical Writer

* Engineering Lab Coordinator
* Constant communication with engineers and SMEs on various projects
* Created documentation packages consisting of illustrations, bill of materials, and other related information
* Wrote test procedures
* Wrote engineering change orders
* Conducted training
* Built test equipment
* Troubleshot various types of electronic boards

**Motorola** December 1995 – August 1998

Electronic Technician

* Created manual on how to test and repair cellular base stations
* Reviewed code

**US Navy** August 1985 – November 1995

Electronic Technician Second Class

* Supervisor for night shift at Naval Communication Station
* Performed maintenance and troubleshoot communication, radar, cryptographic, and ancillary equipment
* Supply chain coordinator for electronics department
* Electrical Safety coordinator

## **EDUCATION**

December 2008 Tarrant County College

**Associates Degree:** Business Management

June 1999 – May 2004 University of Texas in Arlington

**Major**: Engineering

October 1995 Old Dominion University

**Certificate:** Electronics Technician

## **ATTENDING**

Started October 2024 Google

**Certificate:** Currently Taking Google Cybersecurity Course