

RESUME

Ronald Metz

Technical and business writer; desktop publisher

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Professional Summary

A capable communicator and analyst. Effective in writing, speaking, and presenting. Versatile; able to grasp and communicate many subjects. Familiar with a variety of engineering, business, and IT environments. Good understanding of business operations. Highly independent in motivation. Formally trained in electronics technology; knowledgeable concerning semiconductors.

Excellent interviewing and research skills. Able to gather pieces of information from various sources and use them to develop accurate representations of organization, processes, and procedures. Extensive graphics work. Good project management and teamworking skills.

Writing, publishing, and graphics software skills: Desktop publishing, graphics, and prepress software: FrameMaker, MS Word, MS Publisher, Adobe Acrobat, PaintShop Pro, Adobe Illustrator, PageMaker. Familiar with PowerPoint, Visio, Adobe PhotoShop, Excel, and basic HTML web editing tools. Basically skilled with Adobe InDesign, and basically familiar with Dreamweaver interface.

Experience Summary

- **Employed Technical Writer consultant**, 1993–present. Working both independently and for various consulting firms and staffing agencies. Developing manuals, policies, procedures, business requirements, presentations, and business audit reporting. Performed business process analysis, making improvement recommendations. Served as subject-matter expert for FrameMaker and Microsoft Word. Worked in a wide variety of financial, insurance, and technological business environments, including IT.
- **Technical Writer employee**, Grass Valley Group, Grass Valley, CA 1976–1992. Wrote manuals and marketing collateral for video processing and video/data transport hardware (semiconductor) products. Provided complete technical writing service for a division of the company. Worked as Electronics Technician at this company prior to technical writing work.
- **Other: Electronics Technician**, 9 years. Building, testing, and repairing. Video, fiber optics, telecommunications, weather instrumentation, and cryptographic communications equipment.

Experience Details (Work History)

R.G. Metz & Associates

Renegade Labs, Grass Valley, CA. Audio mixing equipment manufacturer. 10/2006-1/2007

- Converted installation guide, jumpstart procedure guide, and an operator's guide from PDF format to MS Word.
- Created MS Word templates for the guides.
- Updated the guides using material supplied by client, supplemented by interviews of project engineer.
- Improved overall appearance of the documents.
- Converted operator's guide how-to sections from a series of screen and function descriptions to true task-oriented procedures using existing content and interviews of project engineer.

CoolerZone, Grass Valley, CA. Water cooling and filtration equipment provider. Client since 2005

- Created advertisements and other graphic marketing collateral such as postcard mailers.
- Wrote procedures for in-house use from interviews conducted with owner.
- Created localized manuals for U.S.A. customers from European originals. Edited wording and laid out in template I created for the purpose.

AllMotion Inc., San Jose, CA. Servo and stepper motor control manufacturer. Client since 2005

- Design and maintain data sheets based on engineering documentation.
- Designed, produce, and maintain quick start procedure guides for hardware products.
- Responsible for producing and managing graphics.

Tahoe RF Semiconductor, Inc., Auburn, CA. IC design for wireless applications. 10/2004–1/2005

- Produced product data sheets from client's templates and engineering descriptions.

Foothill Offroad Products, Auburn, CA. Offroad vehicle products retailer and manufacturer 2002–2004

- Produced and maintained product catalog, serving as managing editor in collaboration with graphic artist.

Pacific Island Ministries, Grass Valley, CA. Religious educational non-profit 2002-2004

- Edited procedure manual for Quickbooks bookkeeping.
- Prepared other books for press reproduction in a publishing program.

InfoPros, staffing and consulting firm

Akros Silicon, Folsom, CA. Foundryless IC manufacturer 4/2006–3/2007

- Edited technical data sheets.
- Created templates for data sheets, user procedure manuals, and technical reports.
- Wrote publication procedures based on my knowledge of publishing.
- Wrote user manuals based on engineering documents and interviews with engineers.

EDFUND, Student loan guarantor 6/2004–10/2004

- Updated and improved procedure manual for web-based software used for debtor contact management and default rate reduction.
 - Held meetings with users to solicit input on changes desired in addition to updating according to new software release.
 - Exercised the program to confirm operation and capture screens.
 - Provided quality feedback to developers as result of exercising the program.

PASCO Scientific, Rocklin, CA. Developer of computer-based physical science curriculum 7/2001–10/2001

- Helped department convert from PageMaker to FrameMaker for producing teacher guides.
 - Performed direct document production work.
 - Served as FrameMaker expert for the writing department.
 - Consulted with staff to set up template and directory system for publishing projects.
 - Coached staff in using template, project directory, and FrameMaker.
 - Created training presentation for staff.

Agilent Technologies 10/2000–12/2000

- Wrote technical descriptions for customer service system based on TIBCO middleware.
 - Interviewed engineers to determine how the system software functioned.
 - Reviewed engineering documentation as well.
 - Wrote descriptions based on information gathered.
- Wrote documentation plan for customer service system.
 - Interviewed engineers to determine internal technical documentation needs.
 - Held meeting with customer service representatives to determine their documentation needs.
 - Reviewed business requirements and interviewed trainers to determine business requirements for documentation.
 - Wrote documentation plan based on information gathered.

Intel Online Services 5/2000–9/2000

- Wrote procedure manual for Web hosting customers based on company policies and written procedures available from different engineering departments. The manual told customers how to interface with Intel Online Services to get their equipment into the data center and obtain services.
- Documented business processes for Web hosting environment in word and diagrams, based on interviews with system engineers and developers. These processes described the way in which specific customer services would be provided. Disaster recovery was included as a consideration.
- Wrote marketing technical paper describing Web hosting services. This involved interviewing engineers who operated the data center regarding firewalls, the general structure of the data center, interface with outside communication links, security measures, etc.

Coherent Auburn Group, Auburn, CA. Optical technology 7/1999–9/1999

- Wrote portions of user manual and quick-start guide for PC-controlled laser positioning system. Focused on hardware portions of manual.

VeriFone, Rocklin, CA. Payment terminal manufacturer 7/1998–9/1999

- Wrote documentation for point-of-sale terminal products, including highly secure devices with embedded software (firmware).
- Developed documentation plans.
- Updated C++ programmer's reference manual.
- Wrote hardware service procedure manual for repair technicians.
- Conducted pilot program for conversion of manuals to HTML.

Willow Valley Software, Nevada City, CA

- Updated HP software manuals for its mass storage system products using engineering specification documents often developed by engineers for whom English was a second language. 8/2003–11/2003
- Prepared classroom training presentations for HP mass storage products for technical sales use based on engineering specification documents. 3/2001–4/2001
- Assisted in writing and publishing draft of user's manual for HP Web-oriented printer appliance. 1/2000

TechProse, Lafayette, CA. Consulting and staffing firm

Assetmark Investment Services, Pleasant Hill, CA. Investment company 11/2002

- Created automated form for employee performance reviews from non-automated form produced in Microsoft Word.

Temporary Employee 12/2000–3/2001

- Updated HP mass storage system software manuals, both in content and appearance, according to directions from technical writing department at HP.
- Wrote administrator processes and disaster relief procedures for TechProse IT department.
 - Interviewed system administrator regarding general administrative maintenance procedures, directory structure on servers, procedures users needed to follow, and system maintenance scheduling. From these I wrote general administrative procedures for IT department and corresponding procedures for end users.
 - Interviewed system administrator regarding disaster recovery provisions, and in collaboration with him developed specific procedures to do the following: provide daily data backup, server recovery, and notify stakeholders in case of an event that interfered with the function of the main servers.

Sacramento IT firm 4/2000

- Assembled a proposal for public-sector project bid.
 - Gathered input from marketing and engineering personnel located in various cities.
 - Organized and formatted the gathered information, according to examples provided.
 - Edited to flow well and be consistent in scope and tone.

City of San Francisco, CA 10/1999–11/1999

- Assisted business analysts in preparing report for self-requested management improvement audit.
 - Compiled and summarized analysts' observations.
 - Put raw data into easily viewable and meaningful format.
 - Contributed questions to ask client.
 - Offered recommendations from my own observations.

Maxim, a staffing firm

California ISO, Folsom, CA. Electrical power distribution controller 2/2000–3/2000

- Assisted facilities manager in developing a process for managing changes within sensitive computer rooms. Disaster provisioning was a consideration, and procedures for keeping the system working in case of equipment failure and natural or man-made disaster were part of the project.

Best, a consulting firm

Sacramento Probation Department, Sacramento, CA 11/1999–12/1999

- Converted automated forms from WordPerfect to MS Word using Visual Basic, with assistance from programmers.

Software AG, a consulting firm

Employers Insurance Company of Nevada, Carson City, NV. Provider of Workmen's Compensation insurance 5/1998–7/1998

- Designed and wrote administration manual for a data warehouse system that holds statistical and actuarial insurance data. The system includes ADABAS and Oracle databases, with the Oracle database being queried by insurance analysts using Esperant.
 - Interviewed end users, software developers, and administration to determine roles and expectations of each.
 - Described how system parts interacted using flow diagrams.
 - Translated end-user roles into policies and procedures for use of the system (mining data and generating standard and ad hoc reports, for example).
 - Developed procedures for regular maintenance of the system and its databases, using text and graphics.
 - Trained staff in use of the administration manual.

Volt Services, a staffing firm

Nusantara Communications, Petaluma, CA. Telephony systems manufacturer 9/1997–2/1998

- Developed documentation plan and wrote sections of a service manual for a wireless distributed switching telephone network. System used TDM techniques for subscriber channel allocation.
 - Interviewed engineering, marketing, and manufacturing personnel to obtain raw information for the service manual.
 - Wrote the documentation plan and presented to upper management.
 - Developed processes and standards for carrying out the technical writing and publishing work.
 - Wrote functional descriptions of hardware and its embedded software/ firmware.
 - Wrote and confirmed test and troubleshooting procedures.

Global Dynamics, a consulting and staffing firm

Sony Electronics Advanced Video Technology Center, San Jose, CA 3/1996–6/1996

- Updated diagnostic software manual for mass storage unit connected with an Electronic News Editor.
- Assisted other writers with user manual for the News Editor.
 - Advised concerning methods for processing screen captures and importing and managing graphics.
 - Assisted in direct production of the manual.

Systems Partners, a staffing and consulting firm

Pacific Bell Industry Markets, San Francisco, CA 7/1996–6/1997

- Member of team supporting development cycle of IT system for order processing.
 - Performed process analysis, wrote business requirements, methods, and procedures for business processes and products and software. Used text and graphics to describe operation and procedures for primarily non-technical end users of the system.
 - Interviewed system architects and read engineering specifications to determine their processes and requirements.
 - Interviewed management and end users to determine their processes and requirements.

10/9/07

- Wrote business requirements, methods and procedures to support system based on information gathered.
- Performed system testing of user interface.
- Trained users under direction of trainer.
- Coached users once system was released into production.

Charles Schwab Trust Company, San Francisco, CA 7/1995–2/1996

- Served in several roles as writer and subject matter expert:
 - Rewrote user procedure manual based on rewrite of software and need for better content and appearance. Based on continual interviewing of developers and exercising the system.
 - Wrote IT operating procedures based on interviews of management and operators to determine procedure requirements for transferring account money at night.
 - As consulting editor, developed documentation standard and template for user procedure manuals.

Voice Systems Research, Rocklin, CA 9/1994–4/1995

- Developed manuals and ancillary documents for installers, users, and system administrators of voice processing system (voice mail). Developed layout and templates for manuals to reflect a distinguishing image.
 - Obtained services of graphic designer to develop layout
 - Wrote administrator's procedure manual based on exercising the system and interviewing developers.
 - Developed pocket reference guide for end users based on earlier version of a user quick reference guide. Reduced in size and updated to conform to current function of system.

The 3DO Company, Redwood City, CA. Video game systems designers 5/1993–9/1994

- Wrote, edited, and maintained specifications for hardware licensees. Improved organization and implemented scheduled updates of the company's set of hardware specification documents, working from many forms of input.

The hardware comprised a pc-controlled microprocessor-based integrated circuit system with interfaces to CD-ROM drives, MPEG-1 video, high-fidelity stereo audio, and PCMCIA (PCI) cards. Specifications were written both on the system and the ASIC IC-component levels.

Education

- **United States Air Force.** Basic electronics theory and repair of cryptographic equipment.
- **American River College.** Associate's degree in Electronics Technology
- **UC Davis and UC Santa Cruz.** Extension study in graphic design and online information design, respectively
- **Private workshop** in publications project management
- **Work-related study** in publishing methodologies, and various technologies such as software development, telecommunications, video, fiber optics, and internetworking

Professional Affiliation

Active member, Foothills Technical Communicators Association