

**J. R. Wallace**

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Good day and thank you for your interest in my online résumé!

*My mission in business is to present organized information to help make people's jobs easier.*

The final product could be a Web site, use case, tutorial, test, specifications, requirements, proposal, presentation, manual, Help module, diagram, chart, class, API... whatever it needs to be.

No matter the format, I make the content suit the intended reader and meet the business needs of the client. I use the basic principles of Information Mapping® and Structured Writing to analyze the situation, obtain the source information, verify it, and finish the project on schedule.

Being able to contribute more than a technical writer or documentation specialist, I also have experience in related skills such as data conversion, beta testing, field support, query writing, source control, security administration, and training. Though more of my experience has been working as a "one-person shop", I do equally well as a team member.

Are you looking for someone who can come in, learn the job, and then find ways to make valuable contributions beyond the original scope of the position? That's what I consistently do for my clients and employers.

I am available for contract, contract-to-hire, and permanent positions local to me (metro Atlanta, GA).

I am also available for contracts elsewhere, with a preference for locations that allow a visit home every weekend or two.

Please look through my résumé starting on the next page in this file. Consider how my skills and experience could be of use. If there's a good match, let's talk soon!

Cordially,

***Jay Wallace***

# Jay Wallace

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This version of my résumé features a comprehensive summary of my work history in chronological order.  
I also provide more concise versions of my résumé that are tailored for particular positions.

## WORK HISTORY

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2009–present  
Decatur, GA

User Liaison Coordinator  
DeKalb County Government

I am the closest thing the Parks and Recreation department has to a system administrator. My current functions include: help desk, field support, training, documentation, product research, and project management.

- Provide first-line support coverage for ~100 workstations at ~20 locations with installation, configuration, diagnosis, troubleshooting, upgrades, and de-installation.
- Coordinate upline support with Information Systems personnel.
- Maintain extensive inventory data on office and wireless communications equipment.
- Provide supplemental software training for employees via phone support and deskside.
- Producing concise end-user reference materials for moving from Office 2003 to Office 2007.
- Designing policy and procedure documentation system with a Web-based menu system; documenting policies and procedures for office and field personnel.
- Represent department on Information Technology Advisory Committee.

2002–2009  
Gainesville, GA

IT Security and User Support (contract)  
Kubota Manufacturing of America, Inc.

KMA makes utility vehicles, tractors, and accessories and, last I knew, held ISO 9001:2000 certification.

- **Technical writing:** Produced several hundred documents of policies, procedures, and forms for both office and warehouse personnel with MS Word, Excel, and Visio. Made a style guide and document templates, configured Visual Basic macros, conducted interviews, and performed user analysis, task analysis, and gap analysis. Enhanced the client's existing system with major and minor releases, a consistent writing style, and a focus on guides that covered multiple tasks for a given job.
- **Data analysis:** Produced statistical reports and charts on system usage and financial data using Excel. Wrote SQL queries to monitor supplier status, make reports, and check for data anomalies.
- **Archive administrator:** Built and managed documentation repositories in Windows and SharePoint.
- **Remote training and support:** Served as the primary user contact for "Kubota Supplier Link II"; also monitored usage and non-usage of the system to address training-related concerns and issues.
  - For more information, visit [bit.ly/adP5Oz](http://bit.ly/adP5Oz) (case-sensitive) or [tiny.cc/zy6k5](http://tiny.cc/zy6k5)
- **Web development:** Assisted with coding and testing of company Web site ([www.kubota-kma.com](http://www.kubota-kma.com)). Produced over 100 Web pages of documentation using Dreamweaver and Fireworks for an intranet-based repository for IT network support and other pages on the ERP system noted below.
- **Source control and security officer:** Developed an installation guide and performed source control for the ERP system (BPCS on an iSeries platform). Controlled access privileges for all user profiles both at operating system level and within BPCS.
- **Internal technical support:** Helped co-workers in person and via telephone with software usage (MS Windows, Office applications, SharePoint, KSL2, and BPCS).

2001–2002  
Atlanta, GA

Administrative Assistant (contract)  
Southern LINC

- **Administrative support:** Performed typical functions.
- **Internal technical support:** Helped co-workers with using PC software and peripherals.
- **Documentation:** Redesigned and maintained a site directory for Georgia (about 220 locations at the time). Standardized the driving directions and used PC-based software to make new maps to 95% of the sites.

**WORK HISTORY, continued**

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2000–2001  
Norcross, GA

Technical Writer / Instructional Designer  
MindIQ, Inc.

MindIQ provided custom computer-based training and remote hosting for Web-based training (WBT).

- **Help authoring:** Drafted a Help module with RoboHelp for a Windows application that would allow users to create and administer WBT courses for remote hosting. The Help module featured instructions for basic and advanced procedures, a comprehensive index, and many cross-references.
- **Instructional design:** Drafted two training courses and a reseller certification test for the WBT application.
- **Production and proofreading:** Worked with one other writer on a project with about 2,000 pages of training and reference materials on Compaq SANworks and StorageWorks. We used Dreamweaver, PowerPoint, and Word to format the content to conform to the client's style guide and proofread it.
- **Software testing:** Performed beta testing, wrote bug reports, and submitted suggestions for usability improvement for the WBT application noted above. In September 2002, the company president contacted me and I did more testing on an updated version of the application as a free agent.
- **Internal technical support:** Helped co-workers with using the voicemail system and Windows software.
- **Documentation:** Wrote two procedure guides on the new voicemail system for the company intranet – one for the employees and one for the on-site administrator (myself).

1997–2000  
Atlanta, GA

Information Coordinator (contract)  
IBM Global Services

Worked as part of a national marketing communications group of several teams. Though brought on to be essentially a data processor, I frequently made contributions beyond the original expectations for the contract.

- **Archive and data management:** Led the writing team to a consensus on the procedures for naming and storing files and directories. Tracked and processed marketing collateral documents (for internal, business partner, and public readers) for more than 150 Integrated Technology services in the form of newsletters, presentations, proposal material, sales guides, and specification sheets. Managed the archives on the local Windows server and networked databases on VM and the company intranet.
- **Document conversion:** Converted hundreds of these documents from Ami Pro to Word Pro in company-wide upgrade campaign.
- **Production and style editing:** Proofread, updated, and repaired documents using Ami Pro, Word Pro, Corel Draw, and Freelance.
- **Internal technical support:** Helped co-workers with using software and peripherals.

1994–1997  
Smyrna, GA

PC Analyst  
Ace Mailing Services

Ace was one of the largest independent direct mailing services in the Southeast. World Marketing acquired the company a few years after I left.

- **Data conversion:** Used Alpha Four and other software to import customer files from tape, disk, and hardcopy in various formats (fixed-column, character-delimited, and application-based) and convert them to standard DBF layouts.
- **Query writing:** Configured queries, especially for greeting lines and address de-duplication, to filter and sort the customer data as required for the project.
- **Template design:** Produced and modified templates for mailing labels and form letters.
- **Documentation:** Conducted interviews, performed user and task analysis, and used PageMaker to publish a user manual for a PC-based address management application.
- **Technical support:** Helped customers and co-workers with using PC and mainframe programs and PC peripherals.

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**AVAILABLE ON REQUEST**

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- Writing samples
- Professional references
- Work history before 1994

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**GROUP PROJECT MANAGEMENT**

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Have served as head coordinator of several weekend events for a local chapter of a 501(c)(3) international educational organization. Average attendance was around 250. Recruited team leaders, coordinated with officers from other chapters and VIP handlers, and published advertising material for both Web and print distribution.

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**SELECTIONS FROM MY WEB PORTFOLIO**

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[www.travisloans.net](http://www.travisloans.net)

[www.heatherbatey.com](http://www.heatherbatey.com)

[www.jewelcreations.com](http://www.jewelcreations.com)

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**SKILLS**

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Tasks: Archive/repository construction and management, Beta testing, Content development, Documentation, Editing, Flowcharting, Form and template design, Gap analysis, Hardware support, Help desk, Help system authoring, Indexing, Interviewing, Project management, Proofreading, Security administration, Software support, Source control, SQL queries, Technical support, Technical writing, Training (classroom, desktide, telephone, and Web), User and task analysis, Web site management (design, development, maintenance, promotion, and search engine optimization (SEO))

Tools: Acrobat, BPCS, Client Access, CSS, DameWare, Dreamweaver, Fireworks, GoToMeeting, HiJaak, Microsoft Office (Excel, Outlook, PowerPoint, Visio, Word), Oracle, RoboHelp, SharePoint, SQL, WebEx, WRKDBF  
Non-commercial software: OpenOffice suite, Global search and replace programs, Icon file editors, Image capture applications, Text editors, Web link checkers

Platforms: AS/400 and iSeries, DOS, Linux (Ubuntu), Macintosh, OS/2, UNIX, VM, Windows

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**EDUCATION**

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- Bachelor's Degree in Computer Science from the University of Georgia (Athens, GA)
- American Management Association workshop: "How to Write User Manuals"
- DeKalb County (GA) employee classes (three-hour sessions): accountability, attitude adjustment, business ethics, change management, customer service, leadership, time management
- Alertbox: Dr. Jakob Nielsen's Newsletter on Issues in Web Usability
- A List Apart: An online magazine for "people who make websites" with articles on design, development, standards, and best practices

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**PROFESSIONAL TRAITS**

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- Service-oriented: Whatever it takes to get the job done well and keep the customers happy
- Detail-oriented: Typos, inconsistencies, and variations from the style guide, source material, testing parameters, and related information are all caught with ease
- Sharp: New software and procedures learned quickly with minimal training

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**RECOGNITION**

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Received six awards for extraordinary service from the management at Ace Mailing Services.