

Profile

An accomplished, multi-talented technical writer with an MBA and 30 years of business experience. Experience in delivering easy-to-read and usable documentation for technical and non-technical audiences. Strong interpersonal and communications skills. Ability to write clear, concise prose, manage priorities, and meet deadlines. Self-motivated with excellent leadership, problem-solving, and analytical skills.

Summary of Qualifications

- Twelve years' experience as a technical writer, both individually, and as a supervisor; created many documents, including 500-page computer test equipment user manuals, 200-page business telephone user manuals, quick start guides, production training materials, and on-line help files. [Intel, VTech, HP, ACS, First Interstate Bank]
- Ten years' experience managing projects (writing projects, program management, construction projects, and public events) [Intel, VTech, Locks NW, Optical Subassemblies, Heart Acres, City of St. Helens]
- Two years' experience in human factors/usability analysis of home and small business telephone products [VTech]
- Six years' experience independently designing and programming computerized production management, bookkeeping, and data migration solutions using Access, Excel, and Visual Basic [ODOC, Locks NW, Optical Subassemblies]
- Owned and operated a five-employee service business [Single Solution Introduction Service]
- Consistently evaluated as an excellent employee; twice received Intel Corporation's Divisional Achievement Award
- MBA, BS in Management, and an AA in Computer Software Technology

Chronologic Work History

Co-owner and Maintenance Supervisor (part time)

Heart Acres LLC

3 years ongoing, 4/2011 to present

Manage all financial issues and physical maintenance of a 31-unit 100-year-old apartment building and two single-family homes. Plan and estimate solutions to problems, supervise handymen and contractors to do work not done myself. Supervised the complete remodel of our private home and farm.

MBA Student, Volunteer Event Coordinator (full-time)

University of Portland

16 months, 8/2012 to 12/2013

Full-time MBA student with a concentration in Operations Management and Profitable Sustainability.

Volunteer Site/Project Manager for three City of St Helens public festivals. Managed the ground operations and logistics of the vendors, performers, and the public to ensure smooth-running events.

Senior Technical Writer/Human Factors (full time)

VTech Communications

3 years, 6/2008 to 4/2011

Created user documentation sets for the AT&T Synapse™ small business telephone system through four major revisions. See them at <http://www.duehren.com/WorkSamples.html>.

- Wrote end-user guides as well as administrator manuals for this 40-line, 100-deskset phone system.
- Assessed documentation needs; created and managed the writing schedule, created most of the artwork and screen shots, researched source documents; and wrote the required documentation.
- Edited product user guides and performed human factors/usability tests on corded and cordless VTech and AT&T residential and small business telephones.

- Returned on contract in 2013 to analyze a 4-line AT&T small business telephone system for human factors/usability/quality issues, report findings, and edit product user guides.

Technical Writer/Database Analyst (contract)

ACS Software Publishing

6 months, 10/2007 to 3/2008

Applied technical writing and Access database and Visual Basic programming skills on agricultural database applications. Created a user-friendly two-tier online help system, comprised of pop-up forms and linked PDF files.

Database Analyst (part-time contract)

Optical Subassemblies, LLC

10 months, 4/2007 to 2/2008

Assessed needs, designed, and built a networked, multi-user Access and Visual Basic database, with linked Excel spreadsheets, to manage the product design and production activities for this engineering firm. Produced on-line help and a printed user guide.

Copy Editor (part-time contract)

International Loving Touch Foundation

1 month, 11/2006 to 12/2006

Edited the text portions of a revised web site for this infant massage organization.

Database Analyst (contract)

Locks NW

1 year, 11/2006 to 10/2007

Designed and developed an Access database to quickly and easily display current inventory, product pricing, open orders, and open purchases from their existing Sage Buisnessworks database. Also performed other non-technical duties.

Database Developer (full time)

ODOC Physical Plant

7 years, 1/2000 to 8/2006

Designed and built a family of stand-alone and multi-user Access databases to manage the accounting, shop maintenance, and creative product production and sales activities of a 100-person work group.

- Built relational databases with complex SQL queries, user-friendly data-entry and viewing screens, and easy-to-read printed reports.
- Wrote thousands of lines of Visual Basic programming code to automate all processes.

Reader (full time)

Books-On-Tape Program

3 years, 3/1997 to 1/2000

Narrated books onto cassette tapes for reading-impaired students and library patrons.

Senior Technical Writer (contract)

Hewlett-Packard

8 months, 6/1996 to 2/1997

Wrote production-line training materials for a new Hewlett-Packard printer production line and for a new production soldering technology.

Senior Program Manager (full time)

Intel Corp. Microprocessor Division

2.5 years, 11/1993 to 4/1996

Responsible for the relationships between the Intel Corp. Microprocessor Tools Group and various independent hardware and software tool vendors to ensure that they produced the required microprocessor tools in concert with Intel's microprocessor release schedule.

- Investigated, established, and managed the relationships with diagnostic tool vendors.
- Negotiated and managed all licenses; delivered and tracked Intel Top Secret documents.
- Managed department's ZBB annual budget with an extensive MS Excel model.
- Participated in and administered the IEEE IBIS Open Forum and the IEEE Open Modeling Forum.

Senior Technical Writer (full time)**Intel Corp. Microprocessor Division**

6 years, 4/1987 to 11/1993

Supervised a team of writers creating the documentation package for Pentium processors.

- Wrote 500-page end-user manuals for various in-circuit emulators and software debuggers for Intel microprocessor products; wrote user guides, installation guides, and tutorials. Authored several online in-circuit emulator tutorials.
- Received a Distinguished Technical Communication award from the Willamette Valley Chapter of the Society of Technical Communicators for an in-circuit emulator user guide (1989).
- Twice received Intel Corp. Divisional Achievement Award
- Co-authored [I/O-Buffer Modeling Spec Simplifies Simulation for High-Speed Systems](#), published in Electronic Design News, March 16, 1995.

Senior Technical Writer (contract)**Intel Corp. Microprocessor Division**

Several short-term contracts, 3/1986 to 4/1987

Wrote user guides and on-line help for electronic test equipment.

Technical Writer (contract)**1st Interstate Bank**

3-month contract, 5/1986 to 7/1986

Wrote descriptions of and for financial reports.

Founder and President (full time)**Single Solution Introduction Service**

1 year, 1/1986 to 11/1986

Conceptualized, implemented, and operated this four-employee business, including all management, marketing, accounting, and database programming functions (DBII).

Technical Writer (full time)**Intel Corp. Microprocessor Division**

9 months, 5/1985 to 1/1986

Wrote user guides and on-line help for electronic test equipment.

Reliability Technician (full time)**Intel Corp. Microprocessor Division**

3 years, 6/1982 to 5/1985

Performed a variety of reliability and environmental tests on circuit boards and hardware devices. Performed circuit-board debug work. Wrote reports.

Education and Awards

MBA, University of Portland, OR, 2013

BS in Management, Marylhurst University, Marylhurst, OR, 1992

AA in Computer Software Technology, Portland Community College, 1983

Architecture Major, Portland State University, 1980

Various Intel Corp. technical, managerial, and public-speaking training courses, 1982-1996

One year of Toastmasters training, 1984

Eagle Scout, Scoutmaster for 15 years

Gold Congressional Award (public service, personal development, and physical fitness)

Technologies

MS Word, Excel, PowerPoint, Visio, and Access; Visual Basic; Adobe FrameMaker 8 and 9, Photoshop, Acrobat Pro; OpenOffice; Notes; Basic HTML editing skills; Micrographix Designer; AutoCAD; Snagit; FastStone Capture; Axure; Mindjet; MS PhotoEd; and basic HTML editing skills.