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LAWRENCE DUNLAP PROFESSIONAL TECHNICAL WRITING HIGHLIGHTS

National Training Manager for High-Tech Applications for CompUSA

Created national Network Engineer High-end Instructor Training and Certification program for CompUSA *CANI* (*CompUSA Advanced Network Instructor, levels 1 & 2*) including certification levels for Training Centers and Sales representatives. Wrote chapters for Logical Operations custom network training guides and train-the-trainer program. Reached national sales of over \$1 million per month within first six months of operations.

- **Western Regional Training Manager** for CompUSA for all Training Centers west of the Mississippi River.
- **Training Center Manager** for the Los Angeles (Culver City) Training Center reaching number one ranking in sales, nationally.
- **Technical Trainer** and PC power user for Windows, comfortable with Macintosh and many Linux distros.

Freelance Technical Writer & Instructional Designer

- Developed Sprint's *FONVIEW Training Course*, authored courseware and *Train the Trainer* materials.
- Designed intensive 10 week multimedia HUD section 8 housing, "skilled information worker" multi-media training course curriculum for eVillages.
- Authored technical documents and courseware for companies including, China Air, Digital Sound, Philhower Properties, Cal Pipe Industries and Kia Autoworks..

Data Resource Manager and Information System Designer for Hallmark (aka Odyssey) Channel. Designed enterprise-wide information system to manage cable affiliate networks information for 300 users in CA, NY, CO, IL, & LA. Design tool set included MS Office, Visio, ERWin DB Mgr., Visual Basic, various editors & utilities, & SQL Server 7. Built Flowchart, Data Flow, IDEFO, Entity Relationship, Network Shapes, Use Case, & SSADM stencil sets in Visio. Wrote training program and materials for users, using screen capture tools, Photoshop and MS Word.

Technical Writer and Sr. Systems Analyst for Transamerica Life Insurance Company. Designed and created technical specification templates (adapted from IEEE forms) for basic system documentation for in-house application suite serving several hundred users. Following user task analysis, created all system requirement documents for re-versioning suite. Made extensive use of MS Word, Visio, RoboHelp, Visual Basic and Photoshop for creating, diagramming, and capturing GUI screens for developers. Also authored *User Guides, Tutorials, Procedural Manuals, Internal System Documents, and Online Help Systems* for IS department. Team Leader for the **TAC** (Transamerica Assurance Company) Standards Committee for the *User Interface Design Standard* for proprietary software development. Designed, implemented and maintained departmental Intranet site.

Sr. Systems Analyst – course and courseware design - for **Countrywide Home Loans**. Originally contracted to supervise Y2K test plans, evolved into designing and implementing '*How To Create A Year 2000 Test Plan*' interactive, instructor-led, training workshop for in-house developers to standardize certification of 130+ in-house applications using MS Word, Visio, and Photoshop. Workbook audience was developers, analysts, independent auditors, legal teams, and senior management observers. As follow-on to training, functioned as first pass test editor/examiner for all applications.

Marketing Manager & IT Manager for **Cal Pipe Manufacturing**

- Designed, implemented and maintained 11 corporate websites..
- Designed & created content and graphics for company catalogs, sales brochures, ads, logos, and press releases.
- Built, managed, and maintained network connecting 4 U.S. and 2 Chinese locations with international traveling executives and sales personnel.

PROFESSIONAL EXPERIENCE

CLIENT LIST

Cal Pipe Industries
Northrop-Grumman
Odyssey (Hallmark) Channel
Countrywide HL
Transamerica Assurance Co.
Sprint
Kia AutoWorks
Digital Sound
China Air
Philhower Properties
eVillages

Private Consulting since 4/1995 in:

Courseware Development • Information Technology Management • Web Design, Implementation, and Content • Technical Training • Graphic Design • Product Photography • Systems Analysis • Business Analysis • Networking & Internetworking • User Interface Design • Project Management • Systems Design (online and client/server) • Systems Architecture • Task Analysis • Data Modeling • Catalog, Brochure, Logo Design, Advertising Design and Production • Online Marketing & Search Optimization • Database Design • Help Authoring • Accounting • Documentation • Technical Standards • Program Development.

PREVIOUS EMPLOYMENT

CompUSA - **National High-Tech Training Manager, Regional Manager, Training Center Manager, Lead Technical & Applications Trainer**

The Neilyn Group, Film & Video Production - **General Manager, AD, AP**

National Video Post Production Studios - **Operations Manager**

Intelligent Life Games – **CEO/Creative Director**

The Games Network Inc. – **Founder, Developer, Chairman**

Proficiencies:

Applications: Photoshop, Dreamweaver, Visio, MS Project, MS Office, TCP/IP, Premiere, Final Cut, Adobe Acrobat, FTP, HTML, CSS & XML, Windows OS, Mac X, Windows Server 2003, RoboHELP, Framemaker, inDesign,

Skill sets: Courseware design and writing, Freelance technical writing, Networking, Internetworking, System design, Graphic design, Game-play design, Web design, Domain management, DNS, Programming concepts, Photography for print and web, Brochure and ad layout, Logo design, Video production, Copywriting, Networking and Information technologies, Internet deployment, photo editing, compositing.

EDUCATION

University of Washington
DRM Certification (2000)

The Data Management Certificate includes courses in: Business Data Management, Strategic Enterprise Modeling, Data Modeling, Data Storage and Retrieval Administration, Process and Data Integration, Enterprise Data Integration.

Technical Training
(Certified
Independent Trainer for
many of these
applications.)

MS Certified Visual Basic, Novell NetWare CNA, CNE Certification, (CompUSA CANI) MS Office (Word, Excel, PowerPoint, Access, MS Outlook & Exchange), Schedule Plus, Crystal Reports, Windows Operating System, MS Project. Train the Trainer (Ziff-Davis Logical Operations, PPI, CompUSA), Intuit QuickBooks Professional, CorelDraw, Adobe Photoshop, various Internet utilities & services, Networking Fundamentals & Essentials

Butler University
Murray State University

Majors in Math and Biology

REFERENCES

Available on request