

Eric Olson

Technical Writing

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Objective To create software documentation, user guides, and other technical documentation on site or remotely

Strengths

- Strong basic technical writing skills
- Commitment to quality documentation
- Determination to find solutions or workarounds for technical problems
- Responsive and flexible interpersonal style
- Eagerness to learn new tools and technologies

Tools & Technologies

- Working knowledge of
 - > Adobe FrameMaker
 - > MS Word
 - > XHTML and CSS
 - > Adobe RoboHelp
 - > Adobe Acrobat
 - > MS PowerPoint
- Familiarity with
 - > Adobe Photoshop
 - > MS Visio
 - > CoreIDRAW

Education

- [Brooklyn College](#), Technical Writing Certificate (portfolio at eolsonwriting.com)
- [Florida Institute of Technology](#), MS Clinical Psychology, GPA 3.80
- [University of Texas at Austin](#), BA Psychology, GPA 4.00, elected to Phi Beta Kappa and Phi Kappa Phi academic honor societies
- [Rhodes College](#), premedical, GPA 3.17, no degree

Experience

Technical Writer, QXSystems
Software-as-a-Service (SaaS) provider specializing in virtual business organizations and e-commerce applications, Singapore; January–March, 2009

- Wrote administrator manual for e-commerce SaaS deployment platform [WorkACE+SDP](#)
- Produced complex content in [MediaWiki](#) format

Shipping-Receiving Clerk, WorkflowOne

Document management and business forms supplier, Houston, Texas; 1991–

- Managed shipping-receiving for e-fulfillment accounts
- Pulled and shipped other orders as necessary
- Supervised night shift personnel

Stores Clerk, University of Texas at Austin

Balcones Research Center, Austin, Texas; 1982–1986

- Operated inventory management system
- Developed item description standards and inventory forms for transition to automated inventory
- Filled and delivered orders for University departments

Telephone Interviewer, MVA Research

Market research firm, Houston, Texas; 1991–1993

- Conducted consumer and legal research interviews
- Met quality standards for rapport, neutrality, decision making, and presentation

Shipping-Receiving Clerk, Electro Enterprises

Electronic parts distributor, Little Rock, Arkansas; 1977–1978

- Performed all receiving, warehousing, and shipping tasks
- Delivered orders to regional customers

Professional Associations

Society for Technical Communication 2008–2009

Interest groups:

- Usability & User Experience
- Instructional Design & Learning
- Single Sourcing