

Eric Olson
Technical Writing

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- Objective** Entry-level work writing end-user documentation or instructional materials in Houston, Texas
- 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 Adobe RoboHelp
MS Word Adobe Acrobat
XHTML and CSS MS PowerPoint
 - Familiarity with
Adobe Photoshop CorelDRAW
MS Visio
- 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** **Shipping-Receiving Clerk, [WorkflowOne](http://WorkflowOne.com)**
Document management and business forms supplier, Houston, Texas; 1991–
- Managed all shipping-receiving activities 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

- Entered transactions to 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

Interest groups:

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