

Marcus J. Jessup

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OBJECTIVE Provide technical writing, web publishing, or training services and resources
(Prefers for B/W corridor, Howard or Anne Arundel counties.)

SUMMARY Over seventeen years of experience providing procedures, classroom instruction, and job aids including guides, manuals, on-line (intranet) resources, user groups, seminars, and ESL training.

SKILLS AND JOB EXPERIENCE

Training & Instruction ANALYSIS & DESIGN: Interviewed software programmers, testers, users and support technicians to identify content for manuals. Wrote specification documents and designed manual for Training Department.

DEVELOPMENT, DELIVERY, & EVALUATION: Drafted, edited, and published training manuals. Prepared and implemented development tools for lesson plans, case studies, reviews and exams; demonstrated use of development tools for corporate training staff. Coordinated or facilitated new employee, management, train-the-trainer, and software classes. Taught ESL classes at English Camp in the Czech Republic.

CBT: Created CBT screens from storyboards using ICON Author. Tested CBT screens created in ToolBook.

Web, Computer & Tech Support Used RoboInfo Publisher 5.0, RoboHELP HTML 2002, RoboHELP 9, MS Word 97, WordPerfect 8, FrameMaker 5.0, FrontPage 98, Visio 2000, Interleaf TPS 5.0, and Icon Author to create and update online resources and technical documentation. Won 2003 and 2004 STC excellence award in local chapter competition.

Configured Windows NT 3.0, Windows 95, SCO UNIX 3.0, and Sybase SQL Anywhere 5.0 (database) for use with proprietary software. Installed RDBMS, LAN adapters, Ethernet hubs, and Windows NT server for diskless client for training classes, labs and research. Provided user support for software upgrades.

Technical Writing Organized, wrote, edited, and published online help and technical references for claims processing software, Health Information Management (HIM) software, telemetry, hardware, software and telecommunications management software. Created, screen captures, table of contents, indexes, and diagrams. Received Bronze Olympic Medal (employee incentive award) for excellence in publishing. Incorporated knowledge of Society for Technical Communication guidelines, MS Manual of Style, Gregg Reference Manual, and Chicago Manual of Style.

Proposal & Contract Writing Published telecommunications proposals for government RFPs; created and updated catalog listings of telephone, AUDIX, and PBX features.

Wrote, edited, published and updated SOW contracts for telecommunications, LAN and WAN operations.

Published telecommunications business case. Researched monthly and annual telecommunications costs to create pie charts, bar graphs, tables and spreadsheets for business case.

EDUCATION & SPECIALIZED TRAINING University of Maryland, College Park, BS Education, 1991

Creating HTML forms; JavaScript for Non-Programmers; Web Graphics with PhotoShop 7 and Image Ready; HTML Basics; Developing Windows Help Systems with RoboHELP; Telecommunications Fundamentals; Introduction to Microsoft Windows NT; Introduction to UNIX; Introduction to Sybase SQL Anywhere; Instructional Programs Development; How to Teach People to Use Computers; Project Management; Leadership Training.
MEMBER: Society for Technical Communication

EMPLOYMENT HISTORY Currently working as Analyst (Web/Documentation Specialist) September 2000 - Present
Previous employment included June 1990 - August 2000:
~ ESL Instructor
~ Instructional Designer
~ Technical Writer
~ Applications Training Specialist
~ CBT Production Assistant (Part Time)
~ Training Specialist
~ Desktop Publisher
