

FRANK GATES

TECHNICAL WRITER

6901 Shady Woods Way
Sacramento, CA 95673
(916) 320-4568
frank.gates@WordCutter.com

BACKGROUND

I have been a Technical Writer for the last 18 years, and for the prior 20 years, I was an engineer who created technical documentation. My technical writer knowledge base is senior level. My technical acumen is Telecom and my business background is engineering management. I have worked both domestically and internationally.

SOFTWARE

WORD	POWER POINT	FRAME MAKER	SHAREPOINT
EXCEL	PROJECT	DREAMWEAVER	CVS
VISIO	ADOBE ACROBAT	PHOTOSHOP	WORD PRESS

DOCUMENTATION

I am proficient in Software and Hardware documentation, ISO 9000 & AS9100, MIL-STD & DoD, User Manuals, CDRLs & SDRLs, Policies & Procedures, Work Instructions, Technical Standards & Test Procedures and forms.

EDUCATION

- DeVry Institute of Technology, Diploma Awarded in Electronic Communication
- UC Berkeley (On Campus Extension) GIS Applications
- University of Phoenix, Regional @ California, Management
- Santa Monica College, Liberal Arts, California
- US Army Security Agency, Electronics/Crypto

TECHNICAL WRITER QUALIFICATIONS SUMMARY

Engineering Writing

I have twenty (20) years experience as a telecom engineer designing, constructing and maintaining city wide fiber/coax networks. During this time, I created 80% of my own engineering documents.

Technical Writer Experience

I have been a full time technical writer for the last eight (18) years. I have experience with aviation, Department of Defense, software development, manufacturing and all areas of typical technical documentation.

Tools

I am proficient (expert level) in MS Suite of applications. I am highly PC literate with extensive network design experience. I understand CAD-GIS applications and have background in AutoCAD.

Document Control

I have experience in document control utilizing MS SharePoint, CVS and other proprietary configuration management (document control) applications.

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WORK EXPERIENCE

OWNER / WRITER **WordCutter - Sacramento, CA** **2008 to present**

- Book Creation and Publishing
 - I wrote a series of “How To” books which I published via “print-on-demand” services and sold on Amazon.
 - As the sole proprietor of this small independent press, I performed all marketing, accounting and business operations.
- Contract Writing
 - I performed writing services for various companies and individuals as an independent (1099) writer.
- Website Creation
 - I created (Dreamweaver-WordPress) the WordCutter website (www.wordcutter.com) to support the publishing business.
 - I created Motorcycle Rider Basics blog site (Word Press) to market the associated book.
 - I created various websites on a contract basis.

TECHNICAL WRITER **Applied Research - El Dorado Hills, CA** **2005 to 2008**

- Writing
 - I wrote SDRLs and CDRLs for aeronautical electronics and aviation applications. Documents were DoD (Dept. of Defense) standards (US Air Force, Marines and Navy).
 - In some cases, I created the document in its entirety. Other times, I worked with the project engineer as a team.
 - I created 153 policies, procedures and forms, which included all engineering and manufacturing processes, HR, administrative, Quality Manual and the Safety Manual.
 - I administered the Quality Steering Committee, which directed the AS9100 effort.
 - I developed and managed the employee-training matrix, schedule and tracking.
- Website
 - I created the company website (FrontPage and Dreamweaver) and managed this site as webmaster.
 - I developed the company intranet website (SharePoint and plain HTML).
- Document Control
 - All in-house and vendor documents were formally controlled and were submitted to me. I performed Quality Assurance (format, spelling & grammar), revision management, PDF creation, distribution and library archival. I utilized a proprietary configuration management application in addition to off-the-shelf CVS and SharePoint.

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TECHNICAL WRITER **ENTESEE - Scottsdale, AZ** **2005 to 2005**

- Writing
 - DoD SDRLs, for aeronautical hardware and software manufacturers.
- Requirements Management
 - I performed requirements management using DOORS software application.
- Document Control
 - I managed all in-house and vendor documents using SharePoint for configuration management. I performed Quality Assurance (format, spelling & grammar), revision management, PDF creation, distribution and library archival.

TECHNICAL WRITER **Game Tech International - Reno, NV** **2003 to 2005**

- Writing
 - I worked with SME (Subject Matter Experts) and wrote the entire suite of user documentation for software applications;
 - SRS: Software Requirements Specifications
 - SDD: Software Design Description
 - STP: Software Test Plan
 - STD: Software Test Description
 - STR: Software Test Report
 - SVD: Software Version Description
 - I developed a series of white papers on Public Key Interface (PKI) in conjunction with SMEs.
 - Additionally I wrote extensive user documentation (quick start, instructions, manual, etc.) for all gaming and network products in Frame Maker.
- Quality Assurance
 - I performed quality assurance on newly developed software applications in conjunction with writing the user documents for the same applications.
 - I performed quality assurance reviews and revisions on documentations created by vendors in India.

PORTFOLIO AND REFERENCES (AVAILABLE UPON REQUEST)