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LAWRENCE DUNLAP PROFESSIONAL TECHNICAL WRITING HIGHLIGHTS

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

National Training Manager for High-tech Applications for CompUSA

Created national Network Engineer High-end Training program for CompUSA and *CANI (CompUSA Advanced Network Instructor)* Certification program for Trainers, Training Centers and Sales staff. (See lawrencedunlap.com website for details). Wrote chapters for Logical Operations basic network training guides and train-the-trainer program. Reached national sales of over \$1 million per month within first year of operations.

- **Western Regional Training Manager** for CompUSA Training Centers in the Western U.S.
- **Training Center Manager** for the Los Angeles (Culver City) Training Center reaching number one in sales, nationally.
- **Technical Trainer** and PC power user for Windows XP & Server, Macintosh and some Linux platforms.

Freelance Technical Writer, Course Writer & Designer

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

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 examiner for all applications.

Data Resource Manager and Information System Designer for Hallmark (aka Odyssey) Channel. Designed enterprise-wide information architecture 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 for users, using capture tools, Photoshop and MS Word.

Marketing Manager & IT Management for Cal Pipe Manufacturing

- Designed, implemented and maintain 11 corporate websites..
- Designed, created content for company catalogs, brochures, ads, logos, and press releases.
- Built, managed, and maintained network connecting 3 U.S. locations with international traveling executives and sales personnel.
- Supported a user population of 30+ including email provisioning, ftp services, terminal services, and RDP.

PROFESSIONAL EXPERIENCE

CLIENT LIST

Cal Pipe Manufacturing
Intelligent Life Games
Northrop-Grumman
Odyssey (Hallmark) Channel
Countrywide HL
Transamerica Assurance
Sprint
Kia AutoWorks,
Digital Sound,
China Air,
Philhower Properties

Private Consulting since 4/1995 in:

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

12/1994 to 4/1995

Mind Over Technology (Multimedia Specialists)-PPI - **Director of Training**

4/1991 to 8/1994

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

11/1988 to 4/1991

The Neilyn Group, Film & Video Production - **General Manager, AD, AP**
National Video Post Production Studios - **Operations Manager**

1/1986 to 10/1988

The Entertainment Network, Inc. – **Founder, Developer, President**

2/1981 to 2/1986

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

SKILLS

Proficiencies:

Applications: PhotoShop, Dreamweaver, CorelDraw, Visio, MS Project, MS Office, Premiere, Final Cut, Acrobat 8, HTML & XML, Erwin, SQL, Windows XP, Mac X, Windows Server, TCP/IP RoboHELP, Framemaker, QuarkXPress,

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

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