

James T. Hawes

techwriter@hawestv.com

http://www.hawestv.com/hawes_resume/j_t_hawes_webresume.htm

When Words Count. Expert technical writer & editor. Innovative problem-solver. Write on all subjects. For all media. Can simplify jargon for your target audience.

SUMMARY

- **Technical Writer.** Over 15 years in the IT industry & over 5 years of leadership skills. Attention to detail. Ability to identify issues. Willing to learn. Apply updated technology. Turn jobs around fast. Familiar with standard concepts, practices, & procedures.
- **Domain expertise** in these fields: Information technology. Banking & financial services. Gaming. Packaging. Cellular telephony. Smart building technology. Printing & publishing. Computer servicing. Displays. Electronic engineering. R&D. Computer peripherals. Insurance. Medical equipment. Healthcare. Online forms. Online training. E-commerce. Marketing. Sales promotion & advertising. Publishing. Radio-TV production.
- **Information design,** business & IT process mapping, knowledge management.
- **Tools.** Word. FrameMaker. Acrobat. PhotoShop. Visio. OmniPage. PowerPoint. Excel. JavaScript. HTML. ASP. Ajax. Readability & usability testing. Grammar & syntax coach.

RECENT CONTRACTS

Ancor. Mundelein, IL. Agency: SB Associates, 3/11 - 4/11 (2 months). Consulting tech writer.

- My rapid turnaround method saved client 27% vs. using inside help.
- Designed 23 process maps for business analyst & IT director: Order entry, HR, production specification, production, receiving, & scheduling.

Namco America Inc. Elk Grove Village, IL. 6/2010. Consulting tech writer.

- Saved client 70% off usual tech writing costs.
- Composed, designed & edited user manual for *Grand Prix*. Produced camera-ready art.

Motorola BMS. Libertyville, IL. Agency: TEKsystems, 10/09 - 3/10. Consulting tech writer.

- Saved client 52% vs. using inside help.
- Documented customer requirements for 4 projects.
- Tested & wrote reports on Web site links.
- Collaborated with tester in writing & editing 3 test plan strategies.

Green Diesel, Inc. Grand Rapids, MI. 1/09 – 11/11. E-Commerce Domain Designer.

- Client savings due to my crisis management & use of home office: \$100,000.
- Webmaster & content provider for site: Text & graphics. JavaScript & HTML.

Cole Taylor Bank. Rosemont, IL. Agency: Instant Tech, 8/08 - 11/08. Consulting tech writer.

- Client savings due to use of standard tools, self-direction, & software testing: \$35,000.
- Prepared 13 color manuals for ColeTaylor Reporter, an online banking system.

Raw Thrills. Play Mechanix studio, Glen Ellyn, IL (& my home office). 8/07 - 2/08. Free-Lance Writer, Illustrator & Designer.

- Saved client \$26,000 vs. expense of in-house publication.
- Prepared 72-page, kit installation & operation manual for tournament video games.
- Produced downloadable, full-color, PDF manual with index click-tabs & process map.

Cole Taylor Bank. Rosemont, IL. Agency: Instant Tech, 7/06 - 6/07. Consulting tech writer.

- Saved client \$50K in licenses & training by preparing output with common PC tools.
- Edited & laid out user manuals for DirectConnect document scanner & Web software.
- Composed troubleshooting & maintenance guide, training documents for support team.
- Drafted over 20 manuals on eBanking software modules. (Including color process map.)

Raw Thrills. Skokie, IL (& my home office) 1/06 - 2/06. Free-Lance Writer.

- Reduced turnaround, prepress & printing costs by 30%. (Cam-ready art, in-house stock.)
- On crash basis, prepared 52-page operator manual for arcade video game.
- Improved manual durability & quality. (Applied resilient, lay-flat bindings.)

Zebra Technologies. Libertyville, IL. Agency: Aerotek, 10/05 - 12/05. Syntax Coach.

- Saved client 50% vs. using inside help.
- Edited & rewrote manuals for thermal OCR printers & RFID encoders.
- Composed & edited style manual. Also interactive, online HTML version.
- Critiqued & rewrote department Web site.

Motorola iDEN. Chicago, IL. Agency: Aquent, 5/05 - 8/05. Consulting tech writer.

- Beat client deadline, saving Motorola \$1,400.
- Wrote, illustrated & edited 172-page user guide for engineers. Subject: Motorola iDEN (intelligent digital enhanced network) cellular network control & reporting software.

EDUCATION

- **DePaul University. Post-Grad Certificate:** Computer Career Program. First in class.
- **University of Iowa. MA:** Speech-Broadcasting
- **Northern Illinois University. BA:** Speech-Public Address
- **National Radio Institute. Diploma:** Master of Industrial Electronics
- **National Technical Schools. Diploma:** Basic Electronics Technician

COMMUNITY SERVICE

- Webmaster, www.hawestv.com, a technology Web site
- Officer of ham radio club since 1992, including president, vice-president, secretary.

ARTICLES

Articles in Compton's Encyclopedia, Videomaker, Popular Electronics, Play Meter, Canadian Coin Box, RePlay, Vending Times, Journal of the Antique Wireless Association, NBTv, ARCI Journal, SPE Journal, Amateur Television Today. Columns in Spec-Com Journal, Mike Shy.