**RANDOLF J. KWAN**  
250 LANCASTER STREET  
UNION CITY, CA 95843

**OBJECTIVE**

SR. TECHNICAL WRITER  
ILLUSTRATOR - CURRICULUM DEVELOPER - TECHNICAL TRAINER

**QUALIFICATION SUMMARY**

Over 20 years experience with analog/digital systems from technician to engineer at increasing levels of responsibility. Developed and supervised a variety of technical projects including:

* Training and technical documentation programs.
* Developing training curricula for various technical subjects both informally and in a classroom setting.
* Designing fault-isolation procedures and related reference materials. Development of documentation and templates in Framemaker+SGML.
* Scripting interactive on-line help and tutorial packages.
* Installation and maintenance of computer, security, and telecommunications systems.

**SKILLS**

Excellent oral and written communication skills.  
Extensive Computer and Technical Skills including:

* Page layout, desktop publishing, illustration, animation, on-line documentation and editing.
* Development of standard operating procedures and new user training.
* Practical experience in data conversion across a variety of platforms Apple, PC, UNIX, and others .
* Ability to interpret schematic diagrams, and other source materials.
* Ability to read software code, as source materials, in a variety of languages.
* Ability to work independently and as a team member.

Supervisory skills including the ability to:

* Communicate well with co-workers, management, and outside vendors.
* Edit the work of others in a constructive and non-ego-bruising manner.
* Analyze projects and quantify them into tasks and budget requirements.
* Independently plan and monitor projects, ensuring timely and cost efficient task completion.
* Make work assignments and gauge individual progress.

**ACCOMPLISHMENTS**

* While in sole charge of a technical publications department, instituted production and tracking methods, which yielded a time and cost reduction of over 30. This greatly improved document technical content and quality.
* Developed database system, which tracked engineering changes and ensured that hardware and software changes were accurately reflected in updates to user publications. This greatly reduced the shipment of outdated documentation to end-users.
* Developed a database tracking system that matched student entry-level knowledge and skills with those demonstrable after training. The application of this system resulted in the shortening of training courses by one week 17 and improved student retention by 22 avg.
* Developed authoring system for computer laboratory training scenarios, which allowed instructors to reduce the time required to tailor daily lab simulations to the needs of the students, from one hour to 15 minutes 75 .

**EMPLOYMENT HISTORY**

* SR. TECHNICAL WRITER/ILLUSTRATOR  
  INDEPENDENT SOLUTIONS, PACIFICA, CA  
  1996-2001
* DOCUMENTATION SPECIALIST  
  ON CONTRACT TO MCCLELLAN AFB, TECHNICAL DOCUMENTATION SECTION  
  ALLSTAR PROFESSIONAL SERVICES, OAKLAND, CA  
  1995-1996
* SENIOR TECHNICAL WRITER  
  WOODSIDE GROUP, WOODSIDE, CA  
  1991-1995
* CONTRACT TECHNICAL WRITER  
  WOODSIDE GROUP, WOODSIDE, CA  
  1991
* TECHNICAL WRITER  
  NEW COMPUTER SERVICES, MORRO BAY, CA  
  1990-1991
* ENGINEERING TECHNICAL WRITER  
  MODERN OUTSOURCING  
  1989-1990
* CONTRACT TECHNICAL WRITER  
  WOODSIDE GROUP INC., WOODSIDE, CA  
  1989