

# RESUME

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## Ronald Metz

Technical and business writer; desktop publisher

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### ***Professional Summary***

A capable communicator, document designer, and analyst. Effective in writing, speaking, and presenting. Versatile; able to grasp and communicate many subjects. Familiar with a variety of engineering, business, and IT environments. Good understanding of business operations. Trained in semiconductor electronics.

Proficient interviewer and researcher. Independently motivated. Good project management and teamworking skills.

Software skills: Publishing and office tools such as FrameMaker, MS Word, Adobe Acrobat, PaintShop Pro, Adobe Illustrator, PageMaker. Familiar with PowerPoint, Visio, Adobe PhotoShop, Adobe InDesign, Excel, and Expression Web.

### ***Experience Summary***

- **Technical Writer consultant**, 1993–present. Working both independently and for various consulting firms and staffing agencies. Developing manuals, policies, procedures, business requirements, presentations, and business audit report.
  - Originated and developed many kinds of documentation for technical and non-technical users. Examples: user guides, maintenance manuals, alignment procedures, functional descriptions, administration manuals, quick-start guides, outdoor field assembly guides, templates, programmers' reference manual, IT procedures, business requirements and processes, marketing literature, flowcharts, and forms.
  - Improved existing documentation, often establishing design and format from the ground up.
  - Created helpful task-oriented procedures from function-oriented source material.
  - Helped establish efficient and thorough publishing processes.
  - Influenced end users to participate, resulting in more useful documentation.
- **Technical Writer employee**, Grass Valley Group, Grass Valley, CA 1980–1992. Wrote manuals and marketing collateral for video processing and video/data transport hardware products. Provided complete technical writing service for a division of the company. (Worked as electronics technician at this company prior to technical writing.)
  - Continually improved documentation content and style in concert with other technical writing staff.
  - Quickly organized technical writing organization for small company business division.
  - Developed efficient process for developing documentation for custom products.
- **Electronics Technician**, 1971-1979. Building, testing, and repairing. Video, fiber optics, telecommunications, weather instrumentation, and cryptographic communications equipment.
  - Helped improve quality of products by providing performance feedback to engineering and manufacturing.

## ***Detailed Consultant Work History (listed by employer/client)***

### **R.G. Metz & Associates**

- Renegade Labs, Grass Valley, CA. Audio mixing equipment manufacturer. 10/2006-1/2007  
Updated and improved Installation guide and jumpstart guide; created templates.
- CoolerZone, Grass Valley, CA. Water cooling and filtration equipment provider. 2005-2008  
Created marketing collateral and procedures, and provided general publishing services.
- AllMotion Inc., San Jose, CA. Servo and stepper motor control manufacturer. Current client since 2005  
Designing and maintaining data sheets and quick start guides.
- Tahoe RF Semiconductor, Inc., Auburn, CA. IC design for wireless applications. 10/2004–1/2005  
Edited product data sheets.
- Foothill Offroad Products, Auburn, CA. Offroad vehicle products retailer and manufacturer. 2002–2004  
Produced product catalog for three annual issues, serving as managing editor in collaboration with graphic artist.
- Pacific Island Ministries, Grass Valley, CA. Religious educational non-profit. 2002-2004  
Provided editing and pre-press services.

### **Aerotek, a staffing firm**

- Thompson Technology Industries, Sacramento, CA. Photovoltaic (solar) power systems mechanical framework manufacturer. 5/2008–12/2008  
Designed and produced installation/maintenance manuals, large-scale field assembly guides, business forms and business procedures.

### **ProUnlimited, a staffing firm**

- Aerojet, Rancho Cordova, CA. Aerospace contracting company. 11/2007–5/2008  
Wrote procedures for procurement personnel in accordance with established company procedural and legal policies and the Federal Acquisition Regulation (FAR).

### **InfoPros, a staffing and consulting firm**

- Akros Silicon, Folsom, CA. Foundryless IC manufacturer. 4/2006–3/2007  
Established templates for and edited/wrote data sheets, technical reports, and user manuals.
- EDFUND, Student loan guarantor. 6/2004–10/2004  
Updated and improved procedure manual for web-based software used for debtor contact management and loan default rate reduction.
- PASCO Scientific, Rocklin, CA. Developer of computer-based physical science curriculum. 7/2001–10/2001  
Helped writing department convert from PageMaker to FrameMaker, serving as FrameMaker subject-matter expert.
- Agilent Technologies. Electronics and medical product manufacturer. 10/2000–12/2000  
Wrote documentation plan and technical descriptions for customer service system based on TIBCO middleware.
- Intel Online Services. Web hosting business unit of Intel Corporation. 5/2000–9/2000  
Wrote customer procedure manual, documented business processes, and wrote technical paper for Web hosting services.
- Coherent Auburn Group, Auburn, CA. Optical technology. 7/1999–9/1999

Wrote hardware portions of manual and quick-start guide for PC-controlled laser positioning system.

- VeriFone, Rocklin, CA. Payment terminal manufacturer. 7/1998–9/1999  
Wrote hardware and software documentation for point-of-sale terminals.

**Willow Valley Software, Nevada City, CA. Technical writing consulting firm. 2000, 2001, and 2003**

Provided writing services for HP mass storage system products and Web-oriented printer appliance.

**TechProse, Lafayette, CA. Consulting and staffing firm**

- Assetmark Investment Services, Pleasant Hill, CA. Investment management company. 11/2002  
Created automated form for documenting employee performance reviews.
- Temporary Employee 12/2000–3/2001  
Updated HP mass storage system software manuals for HP, and wrote administrative processes and disaster relief procedures for IT department.
- Sacramento IT firm. 4/2000  
Developed a proposal for public-sector government project bid.
- City of San Francisco, CA. 10/1999–11/1999  
Helped business analysts prepare city audit report requested by City of San Francisco.

**Maxim, a staffing firm**

- California ISO, Folsom, CA. Electrical power distribution controller. 2/2000–3/2000  
Assisted facilities manager in developing a change management process for sensitive computer areas.

**Best, a consulting firm**

- Sacramento Probation Department, Sacramento, CA. 11/1999–12/1999  
Converted automated forms from WordPerfect to MS Word, involving Visual Basic.

**Software AG, a consulting firm**

- Employers Insurance Company of Nevada, Carson City, NV. Provider of worker's compensation insurance. 5/1998–7/1998  
Designed and wrote administration manual for data warehouse system.

**Volt Services, a staffing firm**

- Nusantara Communications, Petaluma, CA. Telephony systems manufacturer. 9/1997–2/1998  
Developed documentation plan and wrote sections of a service manual for a wireless distributed switching telephone network product.

**Global Dynamics, a consulting and staffing firm**

- Sony Electronics Advanced Video Technology Center, San Jose, CA. 3/1996–6/1996  
Updated diagnostic software manual and assisted other writers with user manual for News Editor system.

**Systems Partners, a staffing and consulting firm**

- Pacific Bell Industry Markets, San Francisco, CA. 7/1996–6/1997  
Developed business requirements, wrote user manuals, and trained and coached system users.
- Charles Schwab Trust Company, San Francisco, CA. 7/1995–2/1996  
Developed user procedure manuals and internal procedures, and developed documentation standards.

4/7/09

**Voice Systems Research, Rocklin, CA. 9/1994–4/1995**

Designed and developed manuals and ancillary documents for installers, users, and system administrators of voice processing (voice mail) system.

**The 3DO Company, Redwood City, CA. Video game systems designers 5/1993–9/1994**

Wrote, edited, and maintained specifications for hardware licensees. Simplified and reorganized.

***Education***

- **United States Air Force.** Basic electronics theory and repair of cryptographic equipment.
- **American River College.** Associate's degree in Electronics Technology
- **UC Davis and UC Santa Cruz.** Extension study in graphic design and online information design
- **Private workshop** in publications project management
- **Work-related study** in publishing methodologies, and various technologies such as software development, telecommunications, video, fiber optics, and internetworking
- **Continuing Education units** in government contract management (through Aerojet)
- **Sierra College Community Education.** Training for Expression Web, a website creation tool

***Professional Affiliation***

Active member, Foothills Technical Communicators Association