Robert F. (Bob) Litt

Technical Writer / Training Specialist / Business Analyst

(Experienced Working Remotely Full-Time / Part-Time / Short and Long-Term Projects)

Let me know what types of samples you would like to see:

The proof of my expertise and ability are in the samples of the work I have produced for my clients:

- * User and Technical Manuals / System Guides / Quick Reference Guides
- Flowcharts / Workflow Analysis / Online Help Systems / PowerPoint Presentations
- Policies & Procedures / Standard Operation Procedures / Web Content
- Web-Based and Classroom Training Materials / Instructional Design Documents

I have acquired a unique set of skills which can be used to your advantage:

In my writing, I have developed documents for both end-user and technical audiences, but I have always been an advocate for the end-user. I have written code, macros, training materials, QRGs, Policies & Procedures, SOPs, and technical specifications. I am comfortable communicating with Subject Matter Experts or, if needed, becoming one.

I am obsessive about creating documents that are easy to read and understand, and I use Document Mapping techniques whenever possible. Even in complex Visio flowcharts, I avoid having connectors cross each other, which creates "spaghetti code." I believe Project timelines should be clear graphical representations of the tasks to be completed.

I have always brought more to the table than my clients have expected. I am looking forward to using my considerable skill set to help your business achieve your goals and add value to your organization.

Contact Information

5668 Divot PI, Las Vegas, NV 89130BobLitt@BobsPoint.com(702) 395-2200Webpage with links to several samples: http://bobspoint.com/ BP Techwriting.html

Computer Software Knowledge:

Exceptional knowledge of MS Office (Word, PowerPoint and Excel), Visio, MS Project, RoboHelp (RoboInfo), and Articulate Presenter/Storyline. Application Developer using MS Access and MS Excel.

Education, Memberships and Certifications

- <u>Bachelor's Degree</u> from the State University of New York (SUNY) renamed Excelsior College. Course work in Computer Science and Math at New York University and Technical Theater at Brooklyn College.
- <u>Certified</u> Microsoft Office User Specialist (<u>MOUS</u>): Microsoft Office Master: Word, Excel, PowerPoint.
- Former <u>Director of Education</u> of the New York PC User Group (membership 3,000) from 1992 to 1994.
- Former President of NYPC (New York PC User Group).
- Board Member of MetroSET (Metropolitan System Educators and Trainers NY).

Industry Experience and Accomplishments

Tech Writing, Documentation, Graphics and Usability – 30-years of experience developing, and managing the development of, <u>hundreds of documents</u>. Policies & Procedures, system guides, and technical documents. <u>Documentation Manager</u> (for <u>Merrill Lynch</u>), various <u>Lead Tech Writer</u> positions.

Robert F. Litt – Technical Writer / Training Specialist / Business Analyst – Page 2

- Information Technology, Finance and Insurance Over 25 years in Training, Documentation, Tech Support and Supervisory experience. Worked for <u>Merrill Lynch</u> (Documentation Manager), <u>Citicorp</u>, <u>Autex Systems</u> (Thomson Reuters) and <u>Zurich U.S. Specialties</u> (Insurance).
- Training Mgmt / Documentation Mgmt / Project Mgmt Over 15 years of Management and Supervisory experience within the corporate, government and not-for-profit environments.
- Government Systems Training Manager for the MTA Bridges & Tunnels, a New York State Agency. Worked for the Training Division of the Nevada National Security Site (formerly the <u>Nevada Test Site</u>).
- Entertainment and Gaming (NY and Las Vegas) Ran the NY Training Department for the Universal Music Group (the world's largest music company with 1,200 end users in NY). Completed P&P and SOP projects for major Las Vegas Gaming Corporations. Revenue Audit Supervisor for the Stardust.

Work History

8/18 to Present Consultant – Tech Writing / Biz Analysis / Training / Content Development

Available for Remote Projects, or Ongoing Part-time work in Las Vegas. Recent consulting clients:

- Vision33 (Int'l ERP Integrator) Training and Instructional documentation
- Alamo Drafthouse Cinemas (Austin Texas) Network and Mobile App diagrams and documentation
- Smart Dust Systems (Reno, Nevada) Website Content Development / Articles / Blogs
- Takeda Pharmaceuticals (Boston Training Dept) Work Instructions / Process Flows / Timelines
- Schwan's Home Delivery (Headquartered in Minnesota) Policies & Procedures, SOP's, Flowcharts
- Caesars Entertainment (Las Vegas Design & Construction Div) Policies & Procedures / Workflows

7/07 to 6/18 Training / Technical Writer Nevada National Security Site

Member of the technology training team for this Department of Energy / National Nuclear Security Administration / Nevada National Security Site contractor managing the former Nevada Test Site:

- Developed and delivered training on technology and finance systems by applying principles of Usability
- Developed WBTs using PowerPoint, training manuals and quick reference guides

7/06 to 4/07 Technical Writer

Las Vegas Valley Water District

Contract position, with this major Las Vegas utility company, upgrading their user manuals:

- Upgraded 80 manuals consisting of over 3,500 pages with more than 3,000 graphics
- Developed a CBT course as an introduction to their asset management application

1/06 to 7/06 Tech Writer / Mgr of Ed. Services RF Code, Inc.

Tech Writer for this RFID technology company, then promoted to Mgr of the Educational Services team:

- Developed <u>User Manuals</u>, <u>Online Help</u>, <u>Installation CDs</u>, and <u>Training Materials</u> (applying Usability)
- Managed a team of tech writers developing the curriculum for RF Code University

4/03 to 11/05 Short-Term Consulting Las Vegas Gaming Companies

After moving to Las Vegas, took on short-term / temporary positions at various Gaming companies: The Venetian (P&P's) / Ameristar Casinos (P&P's) / Revenue Audit Supervisor for the Stardust Casino

(staff of 20) / <u>System Operations Consultant for the Wynn Las Vegas Resort</u> (supervised a staff of 2)

| 8/2001 to 4/2003 | Training and Documentation | Universal Music Group (NYC) |
|-------------------|--------------------------------------|-------------------------------------|
| 12/2000 to 6/2001 | Sr. Consultant: Instructional Design | Client: IBM / City of NY |
| 4/2000 to 12/2000 | Documentation Manager | Merrill Lynch – Research Tech (NYC) |
| 8/1999 to 3/2000 | Consultant: ISD Project Manager | Client: Prolifics (NYC) |
| 9/1998 to 8/1999 | Sr Tech Training Analyst (Train Mgr) | Zurich U.S. Specialties |
| 5/1996 to 9/1998 | Systems Training Manager | MTA Bridges & Tunnels (NYC) |