

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

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BobLitt@BobsPoint.com

(702) 395-2200

Webpage 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

- Bachelor's Degree 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.
- Certified Microsoft Office User Specialist (MOUS): Microsoft Office Master: Word, Excel, PowerPoint.
- Former Director of Education 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, hundreds of documents. Policies & Procedures, system guides, and technical documents. Documentation Manager (for Merrill Lynch), various Lead Tech Writer positions.

