

Thomas N. Brobst

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Objective Obtain position in technical writing or editing.

Career Highlights

- Managed and completed Ashland Chemical ISO-9000 documentation project on schedule to begin career.
- Became lead writer and top publisher at Technology Systems Corporation in first year.
- Collaborated with Eli Schragenheim, co-founder of the Goldratt Institute and pioneer in manufacturing computer simulations, in developing user guide and course packs for MICSS training seminars.
- Developed top-selling Theory of Constraints training manual for Ford's Fairlane Training & Development Center in Dearborn, MI.
- Spearheaded efforts at TSC to create and institute documentation standards and process cycle.
- Published alpha user guide for first industry-wide FPSC design tool for Lucent FPGA Department in one month.
- Managed and completed Lucent FPGA Department's inaugural ISO-9001 documentation project that led to certification by DNV.
- Collaborated on projects with experts and writers throughout career from all over the country and world, for example, Tel Aviv, Israel, Pune, India, Detroit, MI, Tampa, FL, Boulder, CO, and Santa Clara, CA.

Experience

- 7/98-Present **Technical Writer.** Lucent Technologies, Inc., Allentown, PA. Working as outside contractor in Microelectronics FPGA Integration System Test group writing, editing and maintaining numerous software user manuals and online tutorials for hi-tech, UNIX-based, chip design suite of tools. Responsible for creating new manuals and context sensitive help for FPGA/FPSC software tools. Intranet site maintenance and gatekeeping. Maintained version control for software documentation and led efforts to ensure ISO documentation led to certification. Tested online documentation and software installation procedures.
- 4/96-7/98 **Technical Writer.** Technology Systems Corporation, Bethlehem, PA. Responsible for writing, editing, illustrating, and publishing engineering project reports; programming logistics, training, and software user manuals; database administrator guides; presentation slides; marketing materials; forms; ad copy; online help; and software development SOPs. Managed and assisted on concurrent projects for various manufacturers and internal software products documentation. Software usability testing. Test survey and tracking document design. Web page design and HTML coding. Newsletter contributions.
- 3/96-4/96 **Technical Writer.** Ashland Chemical Company, Electronics Chemicals Division, Easton, PA. Worked as outside contractor managing project work for quality assurance coordinator. Wrote, edited, and updated procedural documentation for ISO-9000 regulations. Collaborated with Operations Manager, Mfg. Supervisor, and Process Engineer.
- 9/93-1/96 **Copy Editor.** The East Carolinian, East Carolina University, Greenville, NC. Copy editing. Substantive editing. Editorial board. **Library Aide.** Acquisitions Department, Joyner Library. Worked both jobs while attending full-time classes.
- 9/92-5/93 **Institutional Research Assistant.** Office of Institutional Research, Lehigh County Community College, Schnecksville, PA. Assisted in survey research and archiving. **Library Aide.** Inter-Library Loan Department. Worked both jobs while attending full-time classes.

Education & Training

- 11/98-1/99 **Lucent Technologies, Inc**, Allentown, PA. ISO-9000 training. MIDS version control software. ESD awareness and safety training, testing, and certification. FPGA product line, device architecture, and design flow seminars.
- 8/96-2/98 **Northampton Area Community College**, Bethlehem, PA. Training in MS Office. **Executrain**, Fogelsville, PA. Intermediate and Advanced Certificates in MS Word 7.0. **Technology Systems Corporation**, Bethlehem, PA. Two-day Constraints Management seminar. **SkillPath Seminars**, Allentown, PA. Document and graphic design principles.
- 8/93-12/95 **East Carolina University**, Greenville, NC. Received B.A. degree in English with Concentration in Writing. Minor in Industrial Technology. Manufacturing Concentration. Certificate in Business & Technical Communication. Cum. GPA: 3.8; Major GPA: 4.0
- 9/90-5/93 **Lehigh County Community College**, Schnecksville, PA. Received A.A. degree in Liberal Arts. GPA: 3.1
- 4/89-7/89 **Information Computer Systems Institute**, Allentown, PA. Computer operations & concepts using IBM System 36. GPA: 4.0

Computer Skills

Hardware / OS	IBM and compatibles, Macintosh; Sun SPARCstation 20, DOS, UNIX, Solaris, Windows 3.1, 95, 98, and NT.
Word Processing Software	Word for Windows 6- 8.0, Word for Mac, AmiPro 3.1, Wordperfect, WordPro, WriteNow
Page Layout Software	Pagemaker 5.0, FrameMaker 5.5, Microsoft Publisher 2.0
Spreadsheet Software	Excel 5.0, Lotus 1,2,3
Graphic Design / Photo Editing Software	Corel Draw! and PhotoPaint, Artworks, Illustrator, Photoshop, ClarisWorks. Paint Shop Pro, Hijaak Pro
Engineering / CAD Software	ProCad/Cam v. 8, Autocad v.12
Presentation Software	MS PowerPoint 4.0 - 8.0, Lotus FreeLance Graphics, Acrobat
Groupware / E-mail / Other	Lotus Notes, Mail tool, Navigator, Acrobat 3.0, htpasswd
Help Authoring Software	WinHelp, Help Workshop, ForeHelp 3.0
Management Tools	MS Project, PVCS Version Manager, STORM

Organizations

Society for Technical Communication. Undergraduate co-chairman at ECU student chapter of STC. Honor Society of Phi Kappa Phi. Golden Key National Honor Society.

Awards

Winner 1994-95 University Book & Exchange Scholarship for outstanding junior English major. Runner-up 1994 Paul Farr Essay Contest. Nominated 1995. Dean's List spring 1993 & 1994. Chancellor's List fall 1993, 1994, and 1995. Winner 1995 annual Phi Beta Kappa Association Academic Achievement Award presented to top 23 seniors in the College of Arts & Sciences.

References

List of references and letters of reference available upon request.