

Frederick W. Randall

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Highlights of Qualifications

- Over eleven years experience developing and maintaining documentation for software products and creating the graphics used in that documentation.
- Do all phases of developing printed documentation, from developing the first draft to getting the final document printed.
- Experienced in using Microsoft (MS) Office 97 (Word, Excel, PowerPoint), MS Paint, ForeHelp, RoboHelp, Jasc Paint Shop Pro, Adobe PageMaker, and CorelDRAW!, as well as MS Windows 98 and Apple Macintosh Operating System (Mac OS) 8.1 and 9.0.
- Many years experience developing reference and instructional materials, job aids, and forms as well as writing technical and other reports.

Experience

Technical Writer

Strata Decision Technology, Champaign, Illinois – Dec 99–Present

Develop, set standards for, and maintain documentation and training materials for financial management software for the healthcare industry.

- Do all phases of developing and maintaining printed and on-line documentation; includes creating the graphics (screen shots, illustrations, flow charts, etc.), doing page layout, and preparing camera-ready copy. Use MS Word, MS Paint, Adobe Illustrator, Jasc Paint Shop Pro, and RoboHelp.
- Greatly enhanced appearance, readability, and use of documentation.

Technical Writer

SoMat Corp., Urbana, Illinois – Nov 94–Dec 99

Developed, set standards for, and maintained printed and on-line documentation and training materials for field data acquisition computer systems and for data analysis and test control software products. Also develop and maintain documents and forms for marketing support and company administration.

- Did all phases of developing documentation; includes creating the graphics (screen shots, illustrations, flow charts, etc.), doing page layout, and preparing camera-ready copy. Used MS Word, MS Paint, Forefront ForeHelp, and CorelDRAW!.
- Greatly enhanced appearance, readability, and use of documentation.
- Created and maintained the pages for the company Worldwide Web site.

Documentation Specialist

Grossman & Associates, Inc., Savoy, Illinois – Oct 91–Nov 94

Developed, enhanced, set standards for, and maintained documentation for several agribusiness accounting software products. Also developed and maintained documents and forms for marketing support and company administration.

- Did all phases of developing and maintaining documentation; used WordPerfect.
- Developed on-line documentation and demonstration packages for software.
- Greatly enhanced appearance, readability, and use of documentation.
- Published company newsletter using PageMaker.

Technical Documenter

Computer Teaching Corp., Champaign, Illinois – Jan 90–Sept 91

Developed documentation for several computer-based training (CBT) software and courseware applications.

- Created graphics, font characters, and symbols for documentation.
- Documentation for a pulp mill simulation courseware package was praised highly by the client for whom it was produced.

Owner

Randall's Desktop, Rantoul, Illinois – Nov 90–Present

Provide freelance desktop publishing and résumé services using a Mac OS computer system. Primarily use Adobe PageMaker and Illustrator and Microsoft Word 98.

During service in United States Air Force (USAF), through Dec 89:

Manpower Management Analyst

For five-and-a-half years determined manpower requirements for organizations and offices; planned, conducted, and managed management engineering studies and prepared reports on them; managed man-power resources; and was a management consultant.

Faculty Development Instructor

Four years in Air Training Command (ATC). Certified as an ATC Master Instructor. Conducted an eight-week training program for new instructors and in-service instructor training courses. Created and revised course materials, performance checklists, tests, and instructional aids.

Training Manager/Administrator

For nearly nine years managed, monitored, evaluated, and provided staff assistance to on-the-job and maintenance training programs. Prepared detailed status reports on training programs that were evaluated. Planned, developed, managed, and conducted in-house training classes.

Education and Training

Mistake-Free Grammar and Proofreading, CareerTrack Seminar, April 1999

Twenty-eight hours completed towards Master of Public Administration, University of Oklahoma, 1987–88

B.A., Management, with Distinction; Park College, Parkville, Mo.; 1986

A.A.S., Education Administration and Methodology; Community College of the Air Force, 1981

Manpower Management Specialist Course (10 weeks); Keesler Technical Training Center (KTTC), Keesler Air Force Base (AFB), Miss.; 1984

Academic Instructor Course (5½ weeks); Air University, Maxwell AFB, Ala.; 1981

Instructor in-service training courses on instructional systems development, training supervision, tests and measurements, and counseling; KTTC, 1981–83

Technical Instructor Course (8 weeks); KTTC, 1980

Other

Senior Member of Society for Technical Communication; member of Central Illinois Chapter

Member of Rotary Club of Rantoul and Rantoul Area Chamber of Commerce

