

Resume for Bruce H. Johnson

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April, 2010

Objective

Contract work in the northern Los Angeles or Santa Clarita area as a Technical Writer, programmer, process mapper or report developer.

Summary

Highly trained and experienced in data gathering, data mapping, process mapping, technical documentation, personal and group instruction, computer hardware/software installation and maintenance, and Microsoft Office applications use and programming. Familiar with Lean Engineering and Lean Office concepts.

Worked with Corporate Knowledge, Inc. of Toluca Lake, CA for 22 years. This company consults with companies in manufacturing, banking, aerospace, software, and other industries to create knowledge transfer and knowledge management tools. I have produced user, product, system, training, and sales/marketing policy and procedure documentation as well as training the clients' personnel in maintenance and expansion of their manuals.

The documentation ranges from printed Quick References, paper manuals and online Help (stand-alone libraries) to external financial reporting in Microsoft Access and Crystal Reports for financial reports (P&L, Balance Sheet), Fixed Asset tracking, commissions, Returned Materials Authorizations, and Purchasing Cards.

Professional Experience

Served in the United States Navy Nuclear Power Program, with the last three years as an instructor. Created full documentation for the base military-to-civilian procedures.

Extensive experience in PC custom system building, hardware installation and maintenance, and application software installation. Extensive experience in system maintenance including Microsoft Windows installations and optimization.

Great experience in customer support, both in person and via telephone.

On Board of Directors for APCIS San Gabriel Valley as webmaster, marketing solutions and Chapter communications. APICS is a world-wide non-profit Association for Operations Management.

Education

- Trained on APICS CPIM.
- B.B.A. Kent State University (Kent, Ohio)
- 12 United States Navy technical schools (top 10% in class in each)

Computer Skills

- Custom PC system construction, hardware installation/maintenance.
- Microsoft Windows installation, maintenance, customization, and optimization.
- Application and utility program installation, customization and removal.

- Programming in Visual Basic for Applications (VBA) in MS Word and Access for customized environments and application systems.
- Programming in Visual Basic for stand-alone applications.
- Highly experienced in Windows Help creation. Expert in RoboHelp and MS Word automation customization for increased production speed.
- MS Access ad-hoc database development and interfacing.
- Highly experienced in Visio, Corel Draw, MS Word, MS Access and Crystal Reports.
- Experience in MS FrontPage for Web construction.
- Experience in digital photography and image manipulation.

History

David Morse & Associates (as Independent Contractor)

Insurance Adjustments 2000 to 2002
 Glendale, CA

Created custom reports for claims status with Crystal Reports via SQL Server.

Gish Biomedical

Medical supplies 2010
 Rancho Santa Margarita, CA

Back-office process mapping

Recent Major Companies with Corporate Knowledge

Quark, Inc

Software Developer (Quark Express) 2008 and 2009
 Denver, CO

Implemented temporary Book of Record in Access covering 21 world-wide entities.
 Produces P&L, Balance Sheet and other on-demand reports. Replaced a 12-hour manual task to a 1-hour automated task for month-end close.

ConocoPhillips

Refinery Operations 2002 to 2003
 Wilmington, CA

Team member for Knowledge Management facilitation (War Rooms). Network documentation, proposal writing, and MS SharePoint content analysis.

St. Jude Medical

Medical Equipment 2002 to 2003
 Sylmar, CA

Interviewed personnel and documented network operations, including processes and procedures. Documented IT Help Desk trouble-handling processes.

MiniMed

Medical Appliances 2001 to 2002
 Northridge, CA

Team member for telecommunciations and Call Center documentation project.
 Gathered information and photographs on all aspects of the Call Center hardware

and software (including scripts) and produced final reference material for telecomm technicians. Included were other telecomm areas such as alarm system wiring, time clock documentation, and remote site interfaces.

First Federal Bank

Banking
Santa Monica, CA

Policies and Procedures:

Updated and re-organized policies and procedures for:

- Retail Operations
- Retail Support

Online Help:

- Created full structure for complete Online Library.
- Converted Retail Operations/Support manual to online Help.
- Trained two people in fundamentals of maintaining the Online Library.
- Trained two people in advanced maintenance and expansion of the Online Library.

Excellon Automation

PC Board drilling and routing machines manufacturing 2000 to 2001
Torrance, CA

Team member for spare parts photography for the corporation's Web site. This involved taking over 2,000 digital photographs of over 500 parts, editing and assembling the images into multiple views, and cross-referencing subassembly parts, which then covered over 2,000 separate parts. Designed the photography tracking database for weekly status reports produced with Crystal Reports and distributed via Adobe PDF.

Wells Fargo Bank

ALPS Project 2000 to 2001
Tempe, AZ

Member of ALPS project team which implemented the Over-the-Counter (OTC) Payment Processing Project (PPP). The project systematized the processing of OTC payments to credit cards, lines of credits, commercial loans, retail loans, auto loans, and mortgage loans.

- As system was being tested and implemented, developed procedures for access and security logons for approximately nineteen (19) systems that provided research and verification to ALPS staff, such as Shaw, Hogan, RE, B2 Reports.
- Did initial research for integration of the General Ledger Reconciliation System into the ALPS system.
- Did final formatting and construction of the documentation for ALPS Accounting Research and Reconciliation, Loan Account Number Research and TV transaction 301 in Adobe Acrobat PDF.
- Developed Document Tracking System for document reviews via Email.

International Rectifier

Semiconductor Manufacturing
El Segundo, CA

1998 to 2000

Designed and developed the online documentation (Windows Help) for the Financial Accounting department. This involved reviewing, editing and transferring both new policies and procedures as well as existing documents for:

- Organization Charts
- Accounts Receivable
- Accounts Payable
- General Ledger
- Fixed Assets

Developed over 100 reports from AS/400 mainframe data. This included file and field-level data mining and data mapping, AS/400 query and database modification and creation, special file downloads, and data formatting and calculations in MS Access. Created reports in Crystal Reports for Returned Materials Authorizations (RMAs), Accounts Payable, Commissions, and Accounts Receivable.

Developed Commissions system for paying sales representatives. This enabled automatic generation of three levels of detailed reports for each representative, where before any reports had to be manually generated. Created the training documentation and trained IR personnel in this application.

Developed special General Ledger reports for two divisions in MS Access. These included data-driven report generation with varying detail levels for the Profit and Loss statement and Expense Reports. Created the training documentation and trained IR personnel in this application.

Developed extensive cross-referencing reports for the semiconductor components. These include sales volume (by distributor, OEM, etc.), quantities, and returns.

International Rectifier

Semiconductor Manufacturing
El Segundo, CA

2003 to 2007

Developed as-is and future business processes for a Shared Service Center in El Segundo encompassing 22 world-wide sites. Included Accounts Payable, Accounts Receivable and Fixed Assets.

Developed, programmed and implemented produced a barcode Fixed Assets tagging system involving the AS/400, SQL Server, Access and a handheld barcode scanner/terminal.

Rosemont Analytical

Los Angeles, CA

1995

Produced 7 manuals for chemical analytical instruments in Doc2Help (paper manuals and Windows Help). Includes 5 different analytical instruments' installation and operations manuals as well as the language reference manual.

UCLA Financial Systems

Education/Finance

1994-1995

Designed structure and produced three hours of multimedia training (using Authorware) for the new financial system. Included theory of operation, data input simulation, and progress quizzes.

Perkin Elmer

Pomona, CA

1992-1993

Manuals for PIONIR Near-Infrared Spectrum Analyzer. Tracked the instrument through design stages to final prototype. Produced Installation & Startup Manual, Operations Manual, Remote Management Manual, and 3 language reference manuals.

Teledyne Systems

Aerospace

Northridge, CA

1992-1993

User documentation for several MRP II modules. Interviewed engineers, developed documentation standards, and produced the documentation.

ITT Gillfilan

Aerospace (radar systems)

Van Nuys, CA

1990-1992

Part of documentation team for user documentation of MRP II system. Included implementation planning and development of user training materials.

Online Documentation (several companies)

Los Angeles and San Francisco

1990 to 2001

Designed and created policy and procedure online manuals in Windows Help for several California banks and aerospace companies. This included designing the structure, graphics, and special effects. Created the customized training manuals for the clients' developers and delivered training on the maintenance and expansion of the system.

References

Available on request.