

Curtis W. Bolding

1001 Shepherd Cove #000
Austin, Texas 78700
(512) 000-0000
E-mail: hlognhaul@aol.com

GOAL: To obtain an entry-level position as a technical writer

EXPERIENCE:

September 1997 to April 1998 Universal Computer Systems (UCS) Houston, Texas

Universal Computer Systems (UCS) is the nation's third largest manufacturer of in-house computer hardware and software designed specifically for automobile dealerships. The UCS documentation department annually produces 20 different application software manuals in each of three languages: English, Spanish, and Portuguese.

Job Title/Description: Documentation Specialist

- Edit and update 5 software manuals written for non-technical end-users using Interleaf 6.2 desktop publishing software and Forehelp 2.1 help window authoring software. Check spelling and proofread changes for style and grammar.
- Learn reasons for software problems from software specialists. Test changes made to client software by Programming Department. Write or update software error messages advising end-users how data fields are used.
- Meet with clients on-site to discuss how they are using the manuals. Solicit recommendations for manual improvement from clients. Obtain customer feedback on software or manual problems from Customer Service Department. Meet with Project Managers to discuss client suggestions and how to integrate them into future manuals.
- Write bi-monthly newsletter informing clients about software updates, answers to frequently asked questions, and solutions to common software problems.
- Advise Spanish and Portuguese translators on usage of English technical terminology.

May 1997 to September 1997 First USA Bank Austin, Texas

First USA Bank is the third largest issuer of Visa and MasterCard credit cards in the United States. The call center located in Austin, Texas is the largest of their five call centers.

Job Title/Description: Cardmember Services Advisor

- Answer multi-line phone in an inbound call center. Verify identity of callers. Refer suspicious calls to security department.
- Answer cardholder questions about account activity and status. Process requests for credit line increases. Close accounts upon cardholder request.
- Assist merchants in verifying account status, credit available, and authorized card users.
- Resolve disputes according to bank policy. Arrange callbacks for cardholders requiring supervisor contact.

May 1996 to December 1996

Decision One

Austin, Texas

Decision One is a leading provider of on-site hardware and software repair services in the United States. Many major corporations depend upon Decision One to maintain computers critical to their operations.

Job Title/Description: Major Accounts Representative

- Answer multi-line phone in an inbound call center
- Help high-value clients place computer hardware and software repair calls. Perform first-level troubleshooting to diagnose problem.
- Assign and dispatch field technicians to opened calls. Monitor opened calls to ensure timely service. Arrange for sub-contractors to cover calls outside of field technician's service area.

March 1991 to July 1996

U.S. Army

Fort Hood, Texas

The U.S. Army Intelligence Corps provides tactical and strategic information to combat arms commanders and to national security agencies. Intelligence analysts are required to be able to learn rapidly (usually on-the-job), display initiative, analyze data quickly and critically, and act decisively on the tasks assigned to them.

Job Title/Description: Intelligence Analyst

- Collect classified technical data from civilian and military agencies. Use, update, maintain and safeguard classified reference materials and databases.
- Analyze technical data to extract information requested by superiors. Prepare daily non-technical briefings and visual aids for general staff meetings on common office equipment using MS Word and PowerPoint software.
- Lead 4-man team in daily computer operations and maintenance of data processing and distribution system. Assist contractors in troubleshooting hardware and software problems.
- Brief visiting officers on computer system capabilities and team operations.
- Counsel subordinates on career progression, physical fitness, education, and general well being.

EDUCATION:

May 1998
to Present

Pre-engineering, Austin Community College, Austin, Texas

September 1995
to September 1996

Bachelor of Science – Literature in English, Regent's College, Albany, New York

June 1994

Primary Leadership Development Course (PLDC), Eighth Army Non-Commissioned Officer School, Republic of Korea

September 1992
to December 1992

Honor Graduate, Intelligence Analyst Course (MOS 98J), U.S. Army Intelligence Center and School, Fort Devens, Massachusetts

September 1987
to May 1992

Undergraduate Studies, University of Texas, Austin, Texas