

Thomas D. Bilbo, Jr.

1228 Amador Street
Vallejo, CA 94590
Phone: 707-556-9875
Cell: 415-786-8157
E-mail: tbilbo@stingertek.com

Objective

To obtain fulltime position helping organizations develop and implement technical and process solutions to meet the business and compliance needs using my 16 plus years of technical communications and applications development experience.

Summary of Qualifications

- Team and goal oriented with skills in business process analysis, application development, technical/marketing communications, and personnel management.
- Ability to quickly grasp business processes and determine most efficient way to utilize enabling technology.
- Superb requirements gathering and joint application development facilitation skills.
- Accustomed to working and communicating directly with clients, business process owners, developers, and end users.
- Extensive experience with the following software and operating systems: Adobe Acrobat, Adobe Framemaker, Adobe Photoshop, CorelDraw, Corel WordPerfect, Corel PhotoPaint, Microsoft Word, Microsoft Access, Microsoft Excel, Microsoft FrontPage, Macromedia DreamWeaver, RequisitePro, RoboHelp, RoboHTML, Symantec ACT, Windows (95 – XP Professional, AS/400 OS, Linux 2.4, and Microsoft IIS.
- Knowledgeable in the following programming languages, scripts and technologies: HTML, Dynamic HTML, Java, JavaScript, CGI, XML, Active X, Active Server Pages (ASP), SQL, Pascal, Microsoft Visual Basic (6.0 and .NET), and VB Script. I've also used and understand concepts of Oracle Databases (8 – 10), Oracle Application Server (9), Microsoft SQL Server (7 – 2000), SAP, Sybase, MySQL, and DB2 databases.

Work Experience

April 2003 – Present Pacific Gas & Electric Company San Francisco, CA

Contract Information Systems Analyst / Business Systems Analyst

Provided IT consultative services related to capturing business processes and functional requirements, documenting technical specifications and implementation of 3rd party application. Duties and major accomplishments included :

- Developed and maintained a regulatory reporting application for the Performance Analysis Quality Assurance department's interaction with the California Public Utilities Commission.
- Implemented 3rd Party software products for managing audit and compliance activities for the regulatory issues in the Electric Distribution Maintenance organization.
- Developed and implemented a new application systems architecture and implementation plan for Quality Assurance department.
- Performed ad hoc analysis as needed. These activities included:
 - Performed wide area network bandwidth analysis to recommend the best use for \$1.5 million in network infrastructure capital spending as part of the Outage & Emergency Technology Improvement project. This money was used to improve application availability and response time during peak usage periods.
 - IT Solutions Analysis for Enterprise Audit Project.
 - Performed various gap analysis projects for multiple departments
- Developed an application for managing internal audits of the programs within the Electric Distribution Maintenance Department to facilitate reporting and compliance measuring of these programs. This application included client/server functionality with MS Office integration with extensive use of Visual Basic. Deliverables also included documentation and training.
- Documented end-to-end business processes for multiple user groups for various IT projects. These projects included applications implemented in ATG Dynamo, SAP and other n-tier development environments.
- Documented application security requirements and facilitated security approval process.
- Facilitated requirements gathering meetings with business units.
- Created interactive hardware and deployment architecture diagrams for multiple environments using MS Visio.

March 2002 – May 2003

Chevron

San Francisco / San Ramon, CA

Contract Senior Technical Writer / Business Systems Analyst
Technical writer / business analyst on DB2 data-warehouse migration project of legacy Texaco systems for merger of two companies and documentation for two customized web applications. Duties include developing documentation project plan, documenting mainframe application, documenting IT and business procedures, and planning QA processes for migration. Also created help systems and user documentation for web applications created specifically for Chevron.

October 2002 – April 2003 Centrata, Inc. Redwood Shores, CA
Contract Senior Technical Writer

Provided documentation services for development of System Integrator documentation for custom development / deployment tool and code APIs. Developed support materials for windows-based online help, developer support website, and training. I also assist with the QA efforts for the development application. All content was generated for Windows HTML help, internal information portal deployment, and hardcopy distribution.

December 2001 – March 2002 nuService Corporation San Francisco, CA
Contract Senior Technical Writer / Project Manager

Lone writer handling the technical / user-level documentation needs and marketing communications for an insurance marketplace and ASP. I also managed development projects, and QA processes. Implemented the company's first QA process. Also managed content on the corporate website and assist with usability of the application site.

February 2001 – September 2001 Round1, Inc. San Francisco, CA
Director Product Documentation, Training and Usability

Was promoted to Director level maintaining previous duties, while taking over the facilitation of training and usability testing of products. The main task associated with this promotion was to work with Product Management and UI teams to insure ease of use in products. This promotion also expanded my responsibilities to direct Round1's training programs for internal (sales) and external (users) customers of products and services produced by Product Development.

- Established usability guidelines for products.
- Managed and conducted usability testing of products.
- Established online training facilities.
- Managed training programs for large clients.
- Conducted usability testing groups of products.
- Created and maintained product communications to customers, working with Customer Service.
- Assisted and wrote many product and engineering specifications.
- Analyzed and documented business procedures for potential client companies.
- Supported Customer Service department as liaison to engineering.
- Created and directed the implementation of CSR reports and online facilities for applications.

August 2000 – February 2001 Round1, Inc. San Francisco, CA
Senior Technical Writer / Technical Publications Manager

Founded Technical Publications Department to create product documentation (hardcopy and online help), sales support material and training material and programs. As founder, I set documentation standards and procedures and began implementing them throughout the products and projects. In establishing the department, I also hired a team of three technical communicators. Products were financial service applications for managing private equity portfolios and investments as well as fundraising.

- Founded department creating and setting documentation standards and procedures.
- Recruited and hired 3 technical communications professionals
- Created corporate style guide.
- Managed legal statements for products.
- Wrote several white papers on development procedures and methodologies.
- Created demonstration databases for use with products.
- Managed all documentation projects.

June 2000 – August 2000 Driveway Corporation San Francisco, CA
Contract Senior Technical Writer

Sole-writer for technical publications and established procedures and standards for documentation process. Also published a developer's API guide for online file storage system and white papers.

- Created Developer's API Guide for Driveway File System.

Thomas D. Bilbo Jr. Résumé

- Created the Driveway Infrastructure White Paper.
- Created style guide and templates for all technical publications.

February 2000 – June 2000 ProBusiness Services, Inc. Norcross, GA/Pleasanton, CA
Technical Publications Manager

Managed a bi-coastal team of eight writers for all products. Also continued to perform some technical writing and online help assignments related to employee self-service Web applications. Conducted reviews of other writer's work and initiated consistency across all documentation efforts. Managed projects for both new and legacy products.

- Managed contract technical writers.
- Managed all documentation projects.
- Started and implemented a documentation repository system.
- Established document review standards, involving other departments.

May, 99 – February 2000 ProBusiness Services, Inc. Norcross, GA
Senior Technical Writer

Performed technical writing and online help assignments related to employee self-service Web applications, human resource management software and back-end management systems for Windows NT. This position also included project management and some personnel management duties.

- Management duties include being part of the divisional management team.
- Managed documentation projects for custom applications.
- As lead writer I managed two other writers (full time and contract).
- Technical writing duties included creating and maintaining graphics, product documentation, white papers, sales support literature and online help content/systems for Web applications and Visual Basic applications.
- Development duties included aiding developers in the implementation of the help systems, drawing on my programming ability in JavaScript, ASP and Visual Basic.

March, 98 – May, 99 National Data Corporation Atlanta, GA
Senior Technical Writer

Performed technical writing assignments for pharmaceutical and dental software for a variety of systems including Unix SCO, Windows NT and Windows 95/98. This position also included documentation project management, personnel management, and departmental computer support duties.

- Technical writing duties included creating and maintaining graphics, product manuals, sales literature, newsletters, and online help systems for Pharmacy and Dental Office applications.
- As part of the company's first online help team, developed a custom HTML help system for a legacy UNIX application.
- Managed the two point releases of the NDC Dental Office application. This included creation of all supporting documentation, overseeing packaging, disk duplication, and final shipping.
- Computer administration duties included providing technical support for department and investigating new technologies/software
- Was lead writer for department during the last five months of employment.
- Managed workload and expectations of administrative support personnel for the department.

June, 90 – March, 98 Creative Controllers, Inc. Picayune, MS
Marketing/Communications Manager

Handled all facets of a technical marketing/communications department for small electronics manufacturer. The department's role in the company was to provide communications support for external communications on all levels.

- Technical writing duties included creating and maintaining graphics, engineering documentation, product manuals, white papers, sales literature and online content. Technical writing duties required working with high profile clients (IBM, Printronix, Tally Printer Corp., etc.) to customize product manuals to reflect individual corporate identities.
- Managed localization projects of selected documentation sets for three different languages (French, German, and Spanish).
- Marketing activities included planning, budgeting, and staffing tradeshows; budgeting, creating and analyzing ROI on advertising and collateral material; working with media; and writing press releases.
- Managed contract technical writers for various projects throughout my tenure.
- Computer administration duties included creating, managing, and maintaining corporate website and company Internet communication lines; providing technical support for administrative staff; investigating new technologies/software and systems for use in administrative arena; and setup and management of customer relations database for sales department.

Thomas D. Bilbo Jr. Résumé

Education

1991 – 1994 University of Southern Mississippi Hattiesburg, MS
Communications

- Attended night classes toward my Bachelor's of Arts degree in communications. Minor in Computer Science.

1988 – 1990 Pearl River Community College Poplarville, MS
Communications/Computer Programming

- Full time student taking classes in communications, computer programming, and core skills. Editor of student newspaper.

Professional Memberships/Affiliations

- Society for Technical Communication (National and San Francisco Chapter)

Online Portfolio

<http://www.stingertek.com>

References

Available upon request.