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# Keith Johnson, M.S.E.

## RESUME

### Professional Work Experience

#### **2008 – Present**

Senior Technical Writer, Qpay, North Miami Beach, Florida

It is my job to document the functionality of Qpay's WQVPS, Qadmin, Quantum, POS, and SSM systems for both internal (technology group) needs as well as external (customer) User Interface needs.

#### **2006 – 2007**

Technical Writer, TRAX USA, Coconut Grove, Florida

It was my job to document and provide training materials and instructions about the TRAX Maintenance, Repair, and Overhaul (MRO) software for its Airline clients and customers.

#### **2005 - 2006**

Technical Writer, Silver Hill Financial, Coral Gables, Florida

It was my job to document and provide internal intranet information for the lending team at this commercial bank. The primary focus of my work was Silver Hill lending policies and procedures, used to streamline and improve overall lending practices and meet external audits.

## **2002 – 2005**

Document Control Specialist, Broward County, Ft. Lauderdale, Florida

It was my job to write summaries about Broward County court cases in the Broward County system database, called FACC.

## **2000 – 2001**

Technical Writer/Software Trainer, Star Media Mobile, Miami, Florida

It was my job to document and also train satellite-location employees on the Star Media Mobile WIS (Wireless Internet Server). I travelled to Brazil and Columbia to train these fellow employees, using my great skills in the English, Spanish, and Portuguese languages.

## **1996 – 1999**

Technical Writer, Rene Perez and Associates, Miami, Florida

It was my job to document the two major IBM AS/400 based Aviation software systems of this company: Revenue Passenger Accounting (RPA), and Purchasing, Maintenance, and Inventory (PMI).

## **1992 – 1996**

Technical Writer/Software Trainer, Curitiba, Parana, Brazil

I lived overseas in Brazil for four years and gave computer classes at private technical schools in town for MS-DOS, MS-Windows, Visual Fox Pro, Visual Basic, and MS-Office. I had to document all my own classes, instructional manuals, and course curricula for each subject area.

## **Education**

2002 – 2005, M.S. Education, Nova Southeastern University.

1994 – 1995, Business Administration Certificate, FAE/CDE (Brazil).

1989 – 1990, Computer Programming Certificate, CLC/Boston.

1984 – 1988, B.S. Philosophy, Willamette University.

## **Technology Products Which I Personally Endorse**

- Microsoft Office Suite
- Open Office Suite
- Adobe Technical Communication Suite
- Microsoft Visual Studio
- Microsoft Windows Live Movie Maker
- Wikimedia Engine
- Word Press Blogging Software
- Adobe Photoshop
- Atop File Conversion Software
- All Google Products (Gmail, Plus, Docs, Voice, Apps)
- Doctor Explain Documentation Software
- Rapid Typing – Touch Typing Software
- Diverse Open-Source Software, such as Audacity

## **“Motivational” Books Which I Have Written**

- 365 Great Affirmations
- 100 Power Writing Tips
- 101 Buddhist Affirmations
- 100 OM Meditations
- Rapid Typing User Guide
- Rapid Typing – Touch Typing Guide
- Sweets by Elena Johnson (Baking Products)
- The Power of OM
- The Essential OM
- 365 Excellence Affirmations

Living in a world that is complex, dynamic and always changing has inspired me to write “motivational” books that share some of my personal insights and lessons regarding affirmations, positive thinking, meditation, contemplation, writing, and typing. As a believer in collaboration, writing these books has allowed me to network with hundreds of satisfied readers from around the globe.

**My personal e-mail (how you may contact me). Thank you!**

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