John Marsicek

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TECHNICAL WRITING ● **INSTRUCTIONAL DESIGN** ● **GRAPHIC DESIGN**

Detail-oriented technical writer and creative graphic designer with experience and expertise in developing and designing procedural, reference, and training documentation. Proven record of writing clear and concise documentation that is delivered on time while managing multiple projects. Applied written and oral communication skills to training classes for associates.

Core Competencies

• Technical Writing	• Research	• Interpersonal Communication
• Proofreading / Editing	• Project Management	• Organizational Skills

Technical Skills

Writing / Desktop Publishing	Graphic Design		Web Design
• Adobe FrameMaker	• Adobe Photoshop	• Adobe Illustrator	• HTML
• Microsoft Word	• Adobe Acrobat	• CorelDraw	• CSS
• Adobe InDesign	• Affinity Photo	• Affinity Designer	• WordPress

Professional Experience

Orchards Media LLC, Vancouver WA   **September 2018 – present**
Technical writing, B2B writing, and graphic design services.

Owner
Freelance technical writing, B2B writing, and graphic design services for businesses. Client work has included updating and redesigning an employee handbook, developing a basic style guide, updating a leader's guide, developing a school security report, writing an operations manual, designing an informational poster, and designing a logo.

Fred Meyer, Portland OR   **June 2000 – June 2017**
Grocery and non-food retailer serving the Pacific Northwest region.

Associate Skills Development Specialist   May 2014 – June 2017
Writer/Designer   March 2002 – May 2014
Documentation Specialist   June 2000 – March 2002
Wrote procedural manuals, reference guides, and job aids for training and skill development to improve productivity. Designed book covers, documentation illustrations, pamphlets, posters, logos, DVD case covers, and business cards. Developed documentation by interviewing subject-matter experts and followed edit/review process from first draft to final version.

- Developed courses, student materials, and conducted classes for instructing associates in using the company's internal corporate web content management system and the basics of using Adobe Photoshop.

- Developed training materials for all store Point-of-Sale trained employees to quickly learn the updated POS keyboard's layout and functions. Developed materials by working with R&D and interviewing subject-matter experts. The new keyboard transition had minimal impact on customer service and productivity.

- Developed automated process using a batch file and BASIC program to generate web pages listing mystery shopper report PDF files with links to the files. Reduced time to post reports by over 90%.

- Designed logo and marketing print materials for the HR department and its recruiters.

Stream International, Inc., Beaverton OR　　　　　　　　　　**January 1998 – June 2000**
Provider of telephone tech support for various client companies' products and services.

Technical Support Representative
Phone technical support for Hewlett Packard ScanJet products and US West consumer internet services. Resolved customer technical issues quickly and effectively communicated technical information by adjusting to each user's skill level.

- Developed a web-based simulated Windows 98 control panel for use by HP ScanJet support team members, resulting in improved call times and resolutions of customer issues.

Volunteer Work
Free Geek, Portland OR　　　　　　　　　　　　　　　**2007**
Provides refurbished computer hardware and technology education to the community at little or no cost.

Computer Assembler
Assembled and tested desktop computers built from donated parts.

Education
Bachelor of Science, Laser Electro-Optics Technology
Oregon Institute of Technology, Klamath Falls OR
Completed courses in electronics (analog and digital), optics, lasers, and computer programming (Fortran, C). Senior project involved designing, constructing, testing, and documenting a portable holographic system.

Professional Affiliations
Member of the Society for Technical Communication

- Helped the Willamette Valley Chapter (WVC) develop an online survey form to gather information about chapter membership (1999 – 2000).

- Received STC WVC *Distinguished Technical Communication – Online Tutorial/Training* award for the Fred Meyer Payroll Check Cashing Tutorial (2002).