

Craig J. Kupras

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TECHNICAL WRITER / INSTRUCTIONAL DEVELOPER / WEB DESIGNER

Professional technical writer and curriculum developer with 16+ years of professional writing experience. Proven project management through the planning, development, and publishing preparation phases. I know the meaning of the word "deadline" and am comfortable working solo or in a collaborative team environment as a colleague, mentor, or project manager.

PROFESSIONAL EXPERIENCE

Veolia Water, Vandalia, OH

Feb 2009

Technical Writer – Consultant

May 2009

Interviewed engineers and reviewed piping and instrumentation diagrams, sequence of operations and general operation design documents to write operation manuals for industrial water treatment systems. Manuals include user guide for computer interface application, and operation and maintenance guides for multimedia filters, reverse osmosis units, and chemical feed systems.

GAP, San Francisco, CA

Oct 2007

Curriculum Developer – Consultant

Nov 2008

Researched and wrote training guide for retail software application designed for creating, approving, and maintaining retail discounts for Gap, Banana Republic, Old Navy, and Piperlime.

GENENTECH, Vacaville, CA

Sept 2007

Technical Writer – Consultant

Jan 2008

Researched and wrote training guides for calibrating electronic instrumentation used in the manufacturing process of biotherapeutics using human genetic information.

ORACLE, Pleasanton, CA

Aug 2005

Principal Technical Writer & Curriculum Developer

July 2007

Researched and wrote the Oracle Financials and Procurement Functional Upgrade Guide: Release 11i to Release 12.

PEOPLESOFT, Pleasanton, CA

May 2000

Principal Technical Writer & Curriculum Developer

Aug 2005

- Recipient, PeopleSoft Hero award 2002 for "spirit of cooperation and commitment to excellence."
- Recipient, Above and Beyond awards (2003, 2004) for being "an asset to the Financials Documentation group" and "excelling far beyond expectations."

Researched and wrote PeopleBooks for the following applications:

Financials

- Banks Setup & Processing
- Cash, Deal, and Risk Management
- Financial Gateway
- Project Costing
- Program Management
- PeopleTools Installation Guide for Financials Management

Human Capital Management

- Time and Labor
- Global Payroll - Core
- Global Payroll for Spain
- Global Payroll for France
- Global Payroll for China

Researched and wrote online curriculum for the following applications:

- Treasury
- Financial Gateway
- Global Payroll for Spain

FRESENIUS MEDICAL CARE, Walnut Creek, CA

May 1999

Principal Technical Writer

June 2000

Planned, researched, and wrote user's guide for the Fresenius model 2008K hemodialysis machine. Estimated and maintained documentation schedules. Interviewed subject matter experts in research and development department and nurse operators in field clinics. Shot and laid out photographic representations of machine setup procedures. Established a style guide and document template for future manuals.

TRW DATA SYSTEMS, Oakland, CA

April 1998

Technical Writer

June 2000

- Wrote user and hardware configuration guides for automated remittance-processing system.
- Researched and documented Black Ice network security client configuration.

CENTURY ANALYSIS, Pacheco, CA

Nov 1997

Technical Writer

April 1998

Wrote configuration guides for various network integration software applications.

WATSON WYATT WORLDWIDE, Lake Oswego, OR

Aug 1996

Technical Writer – Internship

Sept 1997

- Wrote installation guides and programmer's references for human resources applications.
- Compiled and edited staff writer's style guide in an online Help format.
- Responsible for final release notes for all products.

CONTRA COSTA COUNTY DEPARTMENT OF PUBLIC WORKS, Martinez, CA

June 1986

Civil Engineering Technician

July 1992

- Collected and analyzed soil, concrete, stone, and asphalt emulsion samples for the Materials & Testing lab.
- Performed chainman duties on land surveying crew.
- Reviewed proposed development plans for compliance with County flood control standards and guidelines.

EDUCATION

CALIFORNIA STATE UNIVERSITY, CHICO

May 1994

B.A., Magna Cum Laude, Public Relations Journalism, minor - Psychology

- Phi Kappa Phi and Golden Key National Honor Societies
- Re-entry Student Scholarship

DIABLO VALLEY COLLEGE, PLEASANT HILL, CA

May 1992

A.A., General Education

Honors graduate, 3.85 GPA

ERIE COMMUNITY COLLEGE / B&K AUTO MACHINE SHOP

May 1976

New York State Automotive Machinist Apprenticeship

July 1978

Analyzed and rebuilt starters, alternators, and generators. Machined and rebuilt cylinder heads. Resurfaced brake rotors, flywheels, and brake drums.

Coursework in:

- Mechanical Drawing
- Machine Tools
- Fluid Power
- Basic Electricity
- Metallurgy
- Chemistry

INDEPENDENT STUDY

- Technical writing
- Software design
- Database design
- HTML, XHTML, and CSS
- Computer repair
- Computer networks
- C++
- Unix

TOOLS OF THE TRADE

- FrameMaker
- MS Office
- RoboHelp
- Arbortext Epic Editor
- Dreamweaver
- Documentum
- Visio
- SnagIt
- PhotoShop

PROFESSIONAL AFFILIATION

Member of the Society for Technical Communication, South West Ohio chapter

MILITARY EXPERIENCE

US Army – Photojournalist

1979 - 1983

Public Affairs Office, JFK Center for Military Assistance, Ft. Bragg, NC

Tropic Lightning News, 25th Infantry Division, Schofield Barracks, HI

- All Services Photography School, Honor Graduate, Lowry AFB, CO
- Defense Information School, Fort Benjamin Harrison, IN
- Recipient, two Fourth Estate Awards for excellence in journalism
- 1st place, 2nd place, and two honorable mentions in 1982 All-Army Photography Competition
- Department of Defense Meritorious Service Medal and Good Conduct Medal
- Secret Security Clearance
- Basic Airborne Training, Ft. Benning, GA
- Air Assault Training, Schofield Barracks, HI