

Phillip L. Block

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Technical Communications Specialist

Technical Writing

- Authored and maintained software documentation
 - GE Healthcare
 - Manpower, Inc.
 - MGIC
 - QuadTech, Inc.
 - Wisconsin Paper Group
 - EMS Solutions, Inc.
- Designed and produced online help systems
 - West Bend Mutual
 - Metavante, Inc.
 - GraySoft, Inc.
 - Mercury Marine, Inc.
 - MGIC
- Authored maintenance guides for web sites
 - WACKER Corp.
 - BASF Automotive Coatings
 - West Bend Mutual

Business Analysis

- Requirements; use cases; navigation design; developer specifications (web/intranet projects)
 - West Bend Mutual
 - Northwestern Mutual
 - WACKER Corp.
 - Assurant Health

Marketing Communications

- Authored product literature, brochures, direct mail
 - CPU
 - GraySoft, Inc.
 - Compuware Corp.
 - EMS Solutions, Inc.
- Wrote trade journal articles; created and placed trade journal advertisements
 - GraySoft, Inc.
 - EMS Solutions, Inc.

Education and Affiliations

- Bachelor of Science, Business Administration
Michigan Technological University, Houghton, MI
- International Institute of Business Analysis (IIBA)
- Over 75 online courses in software applications, communications, business analysis, web design and development, operating systems, and general computing/IT concepts (transcript upon request)

Employers

- Assurant Health
- Compuware Corporation
- Computer People Unlimited (CPU)
- Gray-Soft, Inc.
- Effective Management Systems (EMS) and EMS Solutions, Inc.
- ARAMARK (formerly ARA Services, Inc.)

Web Site Design & Development

- eCommerce web site prototype design
 - WACKER Corporation (eBusiness Initiative)
 - Harken Yacht Equipment (online store)
- Created prototype intranet web site designs
 - Godfrey & Kahn
 - West Bend Mutual
 - Wisconsin Health Information Network (WHIN)
 - Rockwell Automation
 - Compuware Corp.
- Led production HTML development for multi-site BASF Automotive Coatings *Virtual Information System* (extranet)
- Updated and maintained corporate intranets
 - Johnson Controls, Inc.
 - TMP Worldwide
 - Guaranty Bank
 - WHIN
- Produced web page designs, graphics, and content
 - The Great Circus Parade, Inc.
 - Circus World Museum
 - Fox Cities Chamber of Commerce
- International Society for Technical Communication presentation: *A Year in the Life of a Web Site* in Toronto, Ontario, Canada (Compuware Corp.)

Training Programs

- Created and facilitated employee training programs
 - QuadTech Inc.
 - GraySoft, Inc.
 - ARAMARK
 - Compuware Corp.
 - EMS Solutions, Inc.
- Wrote training presentations, handouts, job aids
 - Johnson Controls
 - Aurora Health Care
 - ARAMARK
 - QuadTech, Inc.
 - Miller Brewing Co.
 - EMS Solutions, Inc.

Software Competencies

- Technical Writing
 - Adobe FrameMaker; Acrobat
 - Microsoft Word and Publisher
- Photography and Graphics
 - Adobe Photoshop, Lightroom; Paint Shop Pro
- Microsoft Office Suite
 - PowerPoint, Excel, Outlook, Visio, Sharepoint
- HTML and XML
 - Dreamweaver; HomeSite; FTP tools
 - Hotmetal Pro; Microsoft FrontPage
 - PTC Arbortext Editor
 - empolis Content Lifecycle Suite

