

## PHILLIP L. BLOCK

---

1570 Parkview Lane, Port Washington, WI 53074  
Telephone: (262) 284-2505 • Cell: (414) 559-7600  
Email: [philblock@yahoo.com](mailto:philblock@yahoo.com) • Web: [www.philblock.info](http://www.philblock.info)

**OBJECTIVE** Training and development position leveraging use of advanced technical communication, web, and computer skills.

**SUMMARY** Experienced professional with strong background in training program creation and facilitation, offering related strengths in web development, technical writing, graphics, business analysis, and photography. Volunteer work in community service mentoring programs.

**PROFESSIONAL EXPERIENCE** **Training & Development**

- Developed, marketed, and presented management and executive seminars to external clients and customers.
- Instructed over 100 field seminars and workshops nationwide, reaching over 2,000 managers.
- Installed computer systems and trained operators for 35 different clients.
- Visited and photographed over 250 Great Lakes lighthouses. Created a one-hour educational slide show showcasing 60 different locations.

**Technical Documentation**

- Designed and wrote over 3,500 pages of user documentation for an array of complex application software packages.
- Maintained 1,500-page service manuals for medical imaging devices including CT, MR, and PET scanners.

**Web Development**

- Designed and prototyped over 200 HTML web pages for a multi-language eCommerce-enabled web site.
- Either individually or as a team member on commercial projects, worked on over 20 web sites. Designed navigation, authored content, created graphics, and coded in HTML, ASP, and CSS.

**Business Analysis**

Elicited requirements for the migration to a new user interface on a corporate intranet. Wrote use cases, business requirements, and documented business rules and data elements.

**Mentoring**

Managed a *U.S. Air Force Education with Industry Program* for three years, providing extensive one-on-one mentoring to student officers.

**Multimedia**

Scripted and produced a 28-minute sales video introducing the firm and its product line, reducing sales travel costs and created a uniform positive first impression of the company and its prospects to distant prospects.

**WORK HISTORY**      **Business Analyst**, Assurant Health (Time Insurance), Milwaukee, WI  
Health Insurance firm      2009-2010

Elicited and documented requirements for new products, tested pre-release software in desktop and online environments; discovered, reported, and resolved software defects; authored help files, and coded HTML forms.

**Information Analyst**, Compuware Corporation, Milwaukee, WI  
IT consulting firm      1994–2009

Served leading corporate clients throughout the Milwaukee metro area on technical communications, web development, training and business analysis engagements.

**ADDITIONAL EXPERIENCE**      **Marketing Communications Manager**, GraySoft, Inc., Brown Deer, WI  
Computer software firm      1992–1993

Created product literature, advertising, publicity, and sales support pieces. Supervised two technical writers who wrote software documentation.

**Director of Training & Documentation**, EMS Solutions, Milwaukee, WI  
Computer software firm      1984–1991

Launched a training function for a rapidly growing computer software firm. Wrote and maintained all documentation for firm's software products.

**Manager, Training & Development**, ARAMARK, Philadelphia, PA  
World's largest food service firm      1973–1984

Managed a corporate technical training function. Conceived, developed, and presented original management training programs and field seminars. Supervised a staff of five instructors.

**VOLUNTEER WORK**      **Mentor–Job Seeker Program**, Interfaith Conference, Milwaukee, WI  
Assisted employability-challenged job seekers. Analyzed protégé skills, rewrote resumes, networked on their behalf, and conducted mock interviews. Award: **Mentor of the Year** out of 90 mentors in the program.

**The Abil/Ty Connection**, Goodwill Industries, Milwaukee, WI  
As a mentor, provide encouragement, guidance, and insight into the business world to disabled students preparing for careers in the IT industry.

**EDUCATION**      **Michigan Technological University, Houghton, MI**  
Bachelor of Science, Business Administration

**Continuing Education** – Over 75 online courses in communications, software applications, web design and development, business analysis, operating systems, and general computing/IT concepts.