

PHILLIP L. BLOCK

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

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

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

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

Director of Training & Documentation, EMS Solutions, Inc., Milwaukee, WI
Computer software firm

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

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.

Outdoor Adventure Trips, remote locations in Wisconsin and Michigan

Conceived and organized outdoor adventure field trips. Planned itineraries, managed logistics, trained participants in pre-trip orientations, wrote trip letters and equipment checklists, and provided on-location leadership.

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.