

Robert H. Strickland, M. S.
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Summary

Professional with 20+ years of experience improving operations through analysis, flow charting, documentation, and training company personnel in processes that improve communications, and performance, ensuring conformity with ISO and Sarbanes/Oxley guidelines. I embrace a Theory Y approach to people and employees (Douglas McGregor, *The Human Side of Enterprise*) with a friendly, collaborative, straightforward, and stable demeanor that makes me effective in my areas of experience. I have an excellent memory, a good sense of organization and detail, and a high level of communication skills. I am reserved and serious-minded, but cooperative and enjoyable to work with, and I am as adept in playing a support role as a lead role. I work well independently and as part of a team, and have interacted effectively with people at all levels of government, management, administration, and clerical support.

Skills

Project Management • Strategic Planning • Continuous Process Improvement (CPI) • Communications • Group Dynamics • Change Management • Business Strategy/Vision • Work Flow Design • Standard Work/Procedures • Documentation • Training, Coaching, and Mentorship • Organizational Development • Problem Resolution • Determination of User and Functional Requirements Specifications ((URS, FRS) for (API) Application Program Interfaces and (SDK) Software Development Kits

Hardware/Op Systems: IBM, DEC, VAX, Various Windows versions
Publishing: MS Office Suite, FrameMaker, Acrobat, PageMaker, Publisher, Dreamweaver, Wordpress
Graphics: PowerPoint, Paintshop Pro, Adobe Illustrator, SnagIt
Database / Spreadsheets: Access, Excel, Lotus 1-2-3, Quicken, Quickbooks
Document Management: ClearCase, SDLC Management: DDTs Ticketing System

Experience

EnviroTech Global Partners LLC (Start up Company) - Consultant/Strategic Planner

- Developed Strategic Development Plan, PowerPoint presentation.
- Advised on physical office layout.

Cypress Semiconductor Corporation - Project Manager/Contributing Author

- Managed contributing engineers in the development of a System-on-Chip Technical Reference to enable Cypress customers to correctly design and submit complex circuits, saving significant time and materials.
- Agile software development project with SDK deliverables

Fluke, Inc. - Analyst/Instrument Tester/Sole Author

- Analyzed and tested sixteen different biomedical instruments
- Determined goals for their safe and efficient operation.
- Wrote and delivered sixteen user manuals.

Vallent, Inc. - Project Manager/Librarian/Contributing Writer

- Defined and maintained work flow and documentation for technicians using customized wireless telecommunications software.
- Minimized ramp-up time and increased efficiency of IT personnel.
- An Agile software development project

Duratain, Inc. - Project Manager/Process Analyst/Sole Author

- Determined and sequenced correct maintenance procedures for on-site technicians.
- Shortened learning curve and reduced labor costs.
- Wrote technician manuals and company operations manuals.
- Contributed to marketing literature.

Evergreen Property Maintenance - Business Organization Consultant/Trainer

- Reorganized office, creating master customer, inventory, and payroll database in QuickBooks.
- Trained owners in maintenance of accurate, current data records, and billing.

X-StreamPublishing LLC - Project Manager/Scientific Editor

- Developed interactive online chemistry course where laboratory students can record their work and be graded automatically, using Adobe FDF formats.

City of Everett - Transportation Analyst/Strategic Planner

- As member of Mayor's Vision team, developed a broad action plan to help the City cope with the transportation demands of the growing population prior to 2025.

Medtronic MidasRex - Project Manager

- Assisted supervisory, fabrication, and administrative personnel in the correct use of a new manufacturing and order fulfillment system.
- An Agile software implementation project

Rich Davis Management Group - Project Manager

- Developed multiple business plans for automobile dealership management company to present to prospective financial backers.

Allegiance Telecom, Inc. - Project Manager/Business Analyst/Technical Writer

- Documented work flows of order entry and provisioning to determine best practices in achieving company goals.
- Contributed to URS and FRS.
- Advised management about vital changes.
- Coached order entry personnel to increase efficiency and eliminate workarounds
- An Agile software development project with Continuous Improvement (Kaizen) of processes.

Omega Dealer Services, Inc. - Project Manager/Business Writer

- Reorganized sales training protocols.
- Established additional report output to subscribing automobile dealerships.
- Assisted in personnel staffing.
- Incorporated feedback from sales force and Information Technology into documents for management, capturing change on an almost daily basis.
- An Agile software development project with operation and sales manual deliverables

Texas Instruments, Inc. - Technical Writer, Graphics Illustrator

- Assisted engineers in creating protocols that enabled Texas Instrument clients to submit accurate circuit plans.
- Illustrated correctly-proportioned layers in silicon wafer chip circuit design.
- Minimized costly errors caused by mistakes in design.
- An Agile software development project with SDK deliverables

American Medical Electronics (Orthofix) - Business Analyst/Technical Writer

- Assisted company personnel in developing a system of work flow protocols involving patient accounting functions.
- Streamlined the order fulfillment process.

Graybar Electric Company - Business Analyst/Technical Writer

- Analyzed the existing sequence of operations in the computer-mediated issuance of salaries and benefits.
- Made recommendations to management and administrative personnel with regard to improving the efficiency within the constraints of the resident computer system.
- An Agile software implementation project

Village Green Townhome Cooperative - Business Analyst/Auditor/Business Writer

- Assisted management in development of three-year budgets for a 210-unit, HUD-regulated town home cooperative community.
- Assisted in inspections of residences, preparation for Board of Directors and Membership meetings.

Ebonite Corporation - SME/Trainer/Marketing Specialist

- Lectured and physically taught sports and pro shop skills in ten countries, including Europe and Asia.
- Wrote two books used in physical education bowling classes in over 40 colleges and universities.

Leisure Press / RHS Associates Publishers - Author

- Wrote three books used in physical education bowling classes in over 40 colleges and universities.
- Wrote three books on physical, practical, and psychological aspects of sport.

Medical Computing Resource Center, UT Health Science Center - Graphics Coordinator

- Assisted physicians, researchers, staff, and graduate students in the reporting of their research findings in a timely manner, consistently meeting their deadlines.

Life Science Consultants - Partner/Researcher/Formulator

- Provided research and consultation to clients in the development of environmentally-safe, responsible biological products.
- Included nutritional supplements and cosmetic products.

Biotics Research Corporation, Inc. - Manager of National Sales Office

- Provided sales, marketing, and technical support for high-tech customer base and nationwide sales force.
- Answered all technical questions from physicians and other health professionals.
- Assisted in development of a computer-based analysis program to help physicians treat their patients more effectively.
- Coached the sales force on a daily basis to ensure current knowledge of products and enhance morale.

Education

Master of Science, Microbiology and Education

- University of Georgia, Athens, Georgia

Bachelor of Science, Biology, minors in Chemistry and Economics

- University of Texas, Arlington, Texas

Electronics Training

- United States Navy

Radiation Safety Training

- University of Georgia, Athens, Georgia

Military Service

U. S. Navy. Served on Commander, First Fleet (Admiral's) staff, assigning radio frequencies for training operations for the entire eastern Pacific, ensuring uninhibited communications for safe and efficient missions. Honorably discharged after six years of service.