

Resume

Robert H. Strickland, M. S.

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- **27 years as a consultant to businesses, improving operations through analysis, flowcharting, and documentation of business processes to conform with Quality Assurance standards. Adherence to such standards can ensure compliance with ISO 9000 and Sarbanes/Oxley guidelines.**
- **Trained office personnel** in basic, intermediate, and advanced computer skills.
- **Lectured** to large audiences of various backgrounds and nationalities, communicating complex concepts.
- **Wrote seven books** on sports, health, and music; contributing writer for six periodicals.
- **Managed sales office**, handling customer inquiries and developing materials for a national sales staff.
- **Partner in two companies** providing research and consultation services to business and science.

Systems:	IBM, DEC, VAX, various Windows operating systems
Publishing:	Office Suite, Framemaker, Acrobat, PageMaker, Dreamweaver
Graphics:	PowerPoint, Paintshop Pro, Corel
Database / Spreadsheets:	Access, Excel, Lotus 1-2-3
Document Management:	ClearCase, SDLC Management: DDTS Ticketing System

August 1984 – Present – Robert H. Strickland Associates Interviewer, Writer, Consultant, and Trainer

2008 – Present – Robert H. Strickland Associates. Researched, wrote, edited, and published two books on sport and one biography of a studio musician.

2008 – Cypress Semiconductor, Inc., Lynnwood, WA, a System-on-Chip manufacturer. Created a PSoC Technical Reference Manual for customers.

2007 – Fluke, Inc., Everett, WA, a test instrument manufacturer. Created sixteen user manuals for biomedical test instrumentation.

2006 – Vallent, Inc., Bellevue, WA, a software development company. Wrote and maintained installation and user manuals for customized wireless telecommunications software applications.

2004 – 2006 – X-StreamPublishing LLC, San Rafael, California. A publishing company. Edited and designed 900-page segmented, interactive chemistry course and teachers' manual for inclusion on an instructional website.

2004 – City of Everett, Washington. Compiled, wrote, and edited recommendations developed by the Transportation Subcommittee of the Mayor's Vision team.

2003 – 2004 – Everett Area Chamber of Commerce. Compiled, edited, and designed Legislative Agenda Booklet and Ambassador Guidelines.

2003 – 2004 – Various Northwest Sound Businesses. Created marketing and educational materials.

2001 – 2002 – Medtronic MidasRex, Inc., a manufacturer of medical instruments. Created and tested user manuals, reference and training documents.

2001 – 2002 – Rich Davis Management Group, an automobile dealership management corporation. Created business plans and presentation packets.

1998 – 2001 – Allegiance Telecom, Inc., a competitive local exchange carrier. Designed, developed, and tested workflows, user manuals, reference and training documents, and curriculum materials.

1997 – 1998 – Omega Dealer Services, Inc., an automotive risk management consulting company. Created and tested user manuals, reference and training documents, internal and external documents, and sales training curriculum materials.

1996 – Kinetic Concepts, Inc., a medical supply company. Created and tested training documents for patient accounting services functions.

1995 – 1998 – Texas Instruments, Inc., a major silicon wafer fabrication company. Created and maintained design manuals.

1995 – American Medical Electronics (now Orthofix), a medical instrument company. Created and tested training documents for entire range of patient accounting services functions.

1994 – Graybar Electric Company, a major electric supply company. Created and tested a payroll training and reference manual.

Education

M. S., University of Georgia, Athens, Georgia – Microbiology

B. S., University of Texas, Arlington, Texas – Biology, minor in Chemistry

Military Service

U. S. Navy. Recruit training, NTC Orlando, Florida (Honorman, Company 189), Radioman "A" School, NTC Bainbridge, Maryland (First in Class). Served on four ships; performed preventive maintenance on communications equipment. Assistant radio frequency coordinator for eastern Pacific operations. Honorably discharged after six years of service.