

GENE MCAVOY

4393 Woodwell St, Las Vegas, NV 89147 ▪ Phone: 443-538-6441 ▪

gene.mcavoy@gmail.com

SR. CUST. SERVICE REP – SR. TECH WRITER – BUSINESS PROCESS ANALYST

- Contracting Tech Writer with 20 years of solid experience in IT/SDLC documentation in multiple settings
- Recent Level II Customer Service Rep position with Time Warner Cable
- Cashier / Head Cashier Experience with The Home Depot & Cabelas
- Certified US Navy Instructor specialized in medical training and Red Cross disaster training experience
- Over 20 years of direct, one-on-one patient interactions developed outstanding Customer Service Skills

Software, Hardware and Systems Expertise

- All PC OS from DOS through Windows 10
- Experienced with XP to Windows 7 migrations
- MS Visio & Office Professional 2010
- Technical Writing (Manuals / System Specs)
- WordPress, Premier, & Genesis websites
- NRA Life Member
- Data Flow & Process Mapping
- Adobe Acrobat Professional incl. Distiller
- Adobe Creative Suite 6: Photoshop and Dreamweaver
- Use Case & Test Scripting/Documentation
- HTML5, CSS, SQL, MS Visual Studio 2010
- Certified NRA Instructor & Range Safety Officer

Most Recent Positions

Customer Support Care Representative / Level II Technical Support – (Full-time Employment)

Time-Warner Cable, Portland, ME

11/2014 – 5/2015

Repeat Team Specialized Training and Support

Cashier / NIC Firearms Counter – (Part-time Employment)

Cabelas, Scarborough, ME

5/2014 -10/2014

- Customer service at POS station for cash and credit transactions.
- Performed NIC check and pre-purchase administration for firearm customers.

Head Cashier – (Part-time Employment)

The Home Depot, South Portland, ME

2/2011 -1/2014

- Management of multiple POS stations for cash and credit transactions.
- Pre-use and End-of-day management of POS positions.
- Cashier Shift / Break & Lunch Scheduling Management

Technical Writer - Cianbro, Pittsfield, ME

7/2013 - 11/2013 (End of Contract)

- Authored an original user's manual for the Cianbro Billing System. Interviewed Financial Specialists and other program SMEs to gather information for writing research and document authoring. The writing platform for this project was MS Word and Visio. Documents were then translated into WikiMedia format for ease of departmental access.
- Produced a series of more than 23 documents detailing all facets of business operations.
Translated a series of documents from the Corporate Wiki into stand-alone works for reference by third-party software developer.

Content Author/Process Analyst - State of Maine, Dept of Labor, Augusta, ME

5/2011 - 10/2012 (End of Contract)

- Conducting interviews with Programmers, DBAs, and other program SMEs to gather information for writing research and document authoring. The writing platform for all work was MS Word and Excel. Documents were then translated into WikiMedia format for ease of departmental access.
- Produced a series of documents detailing the recovery and data validation steps for programs used by the Bureau of Unemployment Compensation and **trained DOL Staff in recovery operations.**
Developed an illustrated step-by-step document detailing Case Adjudication for dealing with fraud and unemployment compensation procedures. These documents were also placed in the wiki format for ease of access.

Contracts & Project Experience – Sr. Technical Writer/Editor/Analyst /Trainer

Discovery Communications, Inc. Silver Spring, MD

1/2009 – 12/2009

- Principal Technical Writer and Document Manager, overseeing the generation of technical documentation used world-wide for the continuous operation and maintenance of a global data communications network supporting the Discovery Channel. • Designed templates and developed standards for the creation of all Network, Server, Database, and Storage systems documentation. Coordinated and managed the written output of 40 Engineers and SMEs. • Developed and maintained documentation on a corporate wiki for the worldwide management and dissemination of all technical content. An in-house wiki tool similar to WikiMedia was used for this documentation.

The Library of Congress, Washington, DC

10/2008 – 12/2008

- Assisted in developing and refining the system requirements specification document for the Parking Permit Management System (PPMS). • Principally responsible for the look and feel of the four additional modules of the FAME system. • Chief Technical Writer and Editor for the Facilities Asset Management Enterprise (FAME) system. • Produced all Use Case, RTMs, and Process Flow Diagrams for this for this project • Produced, compiled, and delivered this documentation project on time and within budgeted constraints. • Developed, compiled, and delivered metric reports of functional requirements based on quantifiable measures of success. • Designed Use Case scenarios to capture actor interactions against achievable goals

US Department of Transportation – FHWA, Washington, DC

12/2007 – 10/2008

- Preparation and editing of documentation relating to IT systems and services. • Produced all documentation under the ITIL framework to ensure best alignment between Service Delivery and Support Functions • Development of publication styles and standardization of in-house documentation. • Direct one-on-one work with SMEs to develop documentation to answer specific findings from recent external audit of IT division. • Enhanced documentation with custom-designed Visio system diagram and with specially-prepared screen captures. • Required a detailed knowledge of MS Windows Server installations.

Microsoft Corporation, Washington, DC

9/2006 - 9/2007

- Responsible for the design and development of all technical documentation associated with the Microsoft Amalga (formerly Azyxxi) Medical Information Management suite throughout the entire SDLC. • Development of network structure diagrams, data and image flow diagrams, and other technical pictorials used to teach the system. • Work required a detailed knowledge of Server 2003 technologies as well as VLDB and SAN storage. • Development of user guides adhering to strict Microsoft design standards.

Contractor → FTE

American Red Cross (ARC), Washington, DC

1/2004 - 8/2005

- Management of 3-person technical writing / training group. Responsible for assignment and coordination of writer assignments within the ARC Disaster Training Implementation. • Development and publication of instructional manuals and CD/online content for Disaster Relief Operation Automation training. • Development and publication of instructional manuals and content for Client Assistance System within the SDLC for two full releases of the system software. • Development and publication of operators manual for the ARC Emergency Communications Response Vehicles • Stand-up Instruction in subjects relating to technical publications.

Microsoft Corp, Redmond, WA

5/2000 - 9/2000

Contracted to Microsoft for development of User Assistance Help Screens for the Whistler (Windows XP) project. Specific areas of concentration were TAPI, Wireless, Infrared, Bluetooth, and Real Time Communications.

Technical Writer / Subject Matter Expert

Flight Safety - Boeing, Tukwila, WA

11/2000 - 10/2001

- Flight Safety - Boeing – Technical Writer; contracted to Boeing for development of computer based training for Boeing aircraft, specifically the 767-400 and the 757. Specific duties involved close attention to details of prepared lessons that require strict adherence to FAA requirements and aircraft operating parameters. Preparation of storyboards and scripting files for CBT package development.

Military Service

Physician's Assistant
US Navy – Chief Petty Officer

2/1975 - 7/1995

- Shipboard Radiation Health Officer
- Independent Duty Clinician / Physician's Assistant
- Certified US Navy Instructor Training

Education

Olympic College, Bremerton, WA

- Certification: Oracle Designer / Developer and Database Manager.
- Completed more than 60 credits leading to AS degree in Computer Science
- Additional course work in VB 6.0, DBA, PL/SQL, C++, & Windows NT.

Brigham Young University, Provo, Utah

- Undergraduate studies: - Majored in Computer Engineering.

George Washington University, Washington, DC.

- Undergraduate studies in Health Sciences.

References

References available upon request

Portfolio Samples

Specified example types available upon request

Additional Info

Small Business Experience 1990 – 2014

- Principal of ScanWare Web Design. Co-authored the FCC Frequency Retrieval System in Delphi. Program was used by Federal, State, and Local Government agencies as the primary tool for accessing the FCC Master Frequency List until this information became freely available on the Internet in 1996
- The FCC FRS product grossed more than \$100,000 in four years. Released FCC FRS as freeware on the Internet in 1997.
- Currently managing three commercial and non-profit websites for clients in Maryland, Iowa, and Virginia. Continuing to maintain and upgrades websites to meet customer needs.

Licenses and Registrations

Registered Nurse, CA Board of Registration - D 370531 – No longer maintained as current.

FCC General Class License - PG-14-5571

Amateur Extra Class License - KG7XD