

## Thom Palmer

412.708.1029  
thom@thompalmer.biz  
107 Valley Dr.  
Pittsburgh, Pennsylvania 15215  
www.thompalmer.biz

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### Qualifications

18+ years of experience as a technical documentation specialist, project manager, chief creative lead, art director, and graphic designer on all internal and external documentation projects for print, Web, and help. Responsible for specification and management of technical documentation projects, business analysis projects, and internet/intranet development, from initial design through final delivery.

8+ years of experience as a knowledge management consultant, conducting research, business analysis, and knowledge management strategies and implementations.

30+ years writing and editing for publication.

### Computer Skills

Possess advanced proficiency in the following applications:

- Microsoft Office Suite software (All versions: Word, PowerPoint, Excel, Publisher)
- Macromedia Dreamweaver, Fireworks, and Flash
- Adobe Illustrator, Photoshop, InDesign, and Acrobat

### Experience | Background

#### Documentation Consulting | Technical Writing | Professional Communications Consulting

#### Technical Illustration | Graphic Design

Continuing

Provide contract writing, editing, desktop publishing, technical illustration, and graphic design services to technical documentation projects, documentation process consulting, and documentation project management.

#### **ERP International, Gambrills, MD**

Provide proposal coordination, technical writing and editing, presentation development, and marketing communications development support to this 8(a) disadvantaged business delivering government contract services in the areas of enterprise resource planning, IT support, and financial management support.

#### **AdviTech Inc., San Antonio, TX**

Served as document design specialist and line editor on various financial and venture capital business plans for this scientific products company developing patented technology addressing spatial disorientation and motion sickness for the military and civilian aviation markets. Performed document design, desktop publishing, graphics generation, and technical line editing.

#### **Andersen Aerospace, San Antonio, TX**

Served as proposal coordinator on a contract proposal development team of aviation and logistics experts, preparing a Department of State (DoS) task order response for DynCorp International, a \$2 billion-a-year government security contractor. Outlined and coordinated editorial content of the customer's technical response for a \$500M contract to provide DoS's Diplomatic Security branch with helicopter operations supporting various hostile-environment missions in northern, central, south-central, and southern Iraq.

#### **Ingenium Corporation, Upper Marlboro, MD**

Since 2003, have provided technical publication services and business development support for this small, minority-owned IT services provider that develops and implements networking and Web solutions to local, state, and federal agencies. Contracting services include proposal support for internal customers, development of technical assessment documents, and end-user documentation for external customers.

#### **e-Source Technologies, Largo, MD**

Provide technical illustration and graphic design supporting this government contractor's proposal teams. Provide technical editing and graphic design support for this contractor's continuing Department of Education engagement developing and deploying G5, the department's redesigned online grant tracking system. Also designed the logo for the Department of Education's initiative and system (see [www.g5.gov](http://www.g5.gov)).

#### **Gryphon Technologies, LLC, Riverdale, MD**

Provide proposal department support in the areas of proposal content development and editing, proposal structure development, and proposal graphics support to this small, woman-owned government contracting firm.

#### **Standard Technology, Inc., Springfield, VA**

Provide document design services, design for proposal document graphics, and trade show booth design, on an as-needed basis.

**Dark Horse Industries, LLC, Ellicott City, MD**

Provide technical illustrations, graphic design, and technical editing on an as-needed basis to this business development and government acquisition consulting firm.

**Askesis Development Group, Pittsburgh, PA**

Provide documentation audit/revision/development, graphic development support, documentation streamlining strategies, and Web site redesign (deployed July 2004) for this provider of enterprise systems for behavioral healthcare management. Most work performed intermittently, on a project basis, to support product upgrades and releases.

**Hyperactive Technologies, Pittsburgh, PA**

Developed end-user documentation for this systems development firm's food service tracking and preparation software and hardware products.

**The Feld Group, Irving, TX**

Provide technical documentation support for the organization's SoftwareManager product, a distributed application for facilitating enterprise application management. Contracting services include writing, editing, and document design.

**Marketing Communications Consulting | Material Development | Web Design**

**Continuing**

Provide marketing communication strategy, collateral material development, Web site evaluation, logo and logo application services, and corporate image/identity work for private clients

**K.Coaching, LLC, Raleigh, NC**

Provide marketing communications consulting and material development for this executive, sales, and leadership coaching firm. Develop all design, content, and graphic design for e-mail marketing campaigns, training materials, industry related articles. Designed, developed, and deployed the company's subsidiary Web site, [www.opwebinar.com](http://www.opwebinar.com)—resource for live, interactive online training seminars for owners, managers, and sales reps in the independent office products market.

**The Cardello Building**

Develop Web site design, architecture, content, and maintenance for this Class-A Pittsburgh office property. [www.cardellobuilding.com](http://www.cardellobuilding.com). Also provide various marketing communications development support. Currently redesigning the company's business identity material.

**The Culinary Artist, Cleveland, OH**

Provide full corporate image/corporate identity services and Web development for this event planning and catering company, including logo design and application. [www.theculinaryartist.com](http://www.theculinaryartist.com)

**First United Methodist Church of Pittsburgh**

Provide *pro bono* marketing communications materials, public relations coordination, and Web support. Designed, built, and deployed [www.firstumcpittsburgh.org](http://www.firstumcpittsburgh.org)

**Pittsburgh Regional Knowledge Management Consortium**

Developed and deployed the Web site for this newly formed non-profit professional organization: [www.pittsburghkm.org](http://www.pittsburghkm.org).

**Information Technology Professionals, Inc., Pittsburgh, PA**

Provided full concept-to-printing service for this technology consulting and placement service company's marketing brochure, including graphic design, copy writing, and all pre-press production.

**Sr. Documentation Consultant | Knowledge Management Consultant | Project Leader | Multimedia Developer**

**i-squared, Inc. / TechWrite, Inc., Pittsburgh, PA**

**4/94 to 07/03**

**Internal**

- Led all design and development for Web materials. Developed Web architecture, graphic design, graphic production, page development and layout, content development and composition, testing, deployment, and maintenance.
- Developed and presented proposals and recommendation reports to clients. Prepared project schedules, implementation plans, and cost and staffing estimates
- Researched and applied new technologies and information distribution strategies to address business issues within client organizations
- Developed and coordinated corporate marketing strategy, marketing communications, client relations, trade show participation, proposal development, corporate infrastructure development, and sales support
- Created and delivered numerous client presentations, general public presentations. Also trained senior level staff in presentation skills

**Consultant**

- Coordinated implementation strategies for creating deliverable information portals, including Internet and intranet Web development, hardcopy and online information systems, technical documentation, strategic plans, and process improvement recommendations, for clients in a variety of industries and disciplines
- Analyzed technical communications requirements for a variety of clients in order to recommend strategic solutions. Documentation and information solutions audit and analysis of project requirements, audience needs, content requirements, delivery media, recommended tools and technologies, and change management processes

## Projects

### **Westinghouse Energy Center, Pittsburgh, PA**

Developed documentation to support the Systems and Software Technology department's e-business infrastructure and security upgrade. Work included all policies and procedures for technical governance, architecture support, rules, and configuration of the technical infrastructure.

### **Bechtel-Bettis Laboratories, Pittsburgh, PA**

Worked with scientists and engineers to develop a knowledge management infrastructure to support the Materials Technology program. Conducted group workshops to establish project strategies, conduct content and intellectual asset audits, re-engineer operational processes, and evaluate corporate technologies to capture best practices and promote knowledge retention and transfer.

### **eOriginal, Inc., Baltimore, MD**

Developed and implemented a Web-based technical publications strategy and documentation infrastructure for a Baltimore, MD software company. Created knowledge-gathering strategies, document control processes, and documentation change management structure and procedures, as well as corporate online publication standards and conventions. Created Web-based internal IT and end-user product and tutorial documentation.

### **Vocollect, Inc., Pittsburgh, PA**

Structured and designed an online end-user training guide for publication and distribution on CD-ROM, using HTML and various Internet technologies. Developed the architecture, hierarchy, and navigation for the guide, assembled the shell, and performed all graphic design and page layout. *Received the Society for Technical Communications Award for Excellence for this guide.*

### **Heinz World Headquarters, Pittsburgh, PA**

Analyzed information flow across the 23 world headquarters' departments of this \$10 billion company, in order to recommend process improvements, organizational structure changes, technology upgrades, internet and e-business applications, and training and documentation needs. Produced a findings and strategic planning document, including detailed implementation plans.

### **Equitable Gas, Pittsburgh, PA**

Performed a task flow analysis for all customer and Public Utility Commission correspondence prepared by the Corporate Support center for the MIS Department. Prepared a document that detailed the existing processes, analyzed them, and made recommendations for improving the task flow and streamlining the process.

### **Mannesmann Demag, Pittsburgh, PA**

Developed and composed extensive, multi-volume operation and maintenance documentation for an international engineering firm by establishing document control; tracking information, technical data and technical drawings; establishing review cycles and signoffs; and consolidating documentation development within the engineering process.

### **Central Blood Bank, Pittsburgh, PA**

Produced user documentation for an automated biomedical tracking, reporting, and recording system, using Architect, an automated documentation tool. Job responsibilities included interviewing current system users, maintaining the data dictionary, and writing all related end-user documentation.

## **Instructor**

**Pittsburgh Center for the Arts, Pittsburgh, PA**

**9/91 to 12/94**

Developed and instructed the first generation of writing classes for the Center's adult art education curriculum. Courses: Creative Writing; Ideas, Drafts, & Manuscripts; The Writer's Imagination.

## **Independent Writer**

**3/86 to Present**

Wrote and published a variety of solicited and unsolicited fiction and non-fiction, including essays, criticism, book reviews (*Pittsburgh Post-Gazette*), short fiction, and magazine features.

### **Books Published:**

*The Florentine Papers, a Novel*, Gibbs Smith, 1991.

*Desire, a Novel*, iUniverse, 2007

## **Education**

**University of Pittsburgh, Pittsburgh, PA**

Double Major in English Writing and Philosophy

1978 to 1982

References available upon request