

Burton M. Gustafson

14612 Homerite Dr.
San Jose, CA 95124

408-377-3732
E-mail: Burt_gustaf@msn.com
Web: <http://www.bmgtechwriter.com>
ftp: <ftp://ftp.bmgtechwriter.com>

EXPERTISE

An energetic Senior Technical writer with thirty + years of electronics industry experience. Starting as a Technician, advancing to Field Service Engineer, to Senior Technical Writer/Illustrator, specializing in end-user and service documentation. I have skills in Technical Publications Management and Technical Illustration. I can work independently or as part of a team. I can work multiple projects simultaneously and do so frequently. A dependable, thorough writer, who communicates effectively with all levels of personnel. I produce results. Highly proficient in Framemaker, Illustrator, and Paint Shop Pro.

COMPUTER SKILLS

DESKTOP PUBLISHING	DRAWING	OP SYSTEMS	WEB	SCRN CAPTURE
FrameMaker (Win)*	Illustrator (Win)*	DOS 6.2.2	DHTML	HiJaak *
FrameMaker (Mac)	Illustrator (Mac)	Win 95*	PageMill*	Paint*
FrameMaker (Unix)	Photoshop*	Win 98*	Acrobat 3.0*	
PageMaker (Mac)	MacDraw	Win NT4*	Java Script	
MS Word (Win)*	Paintbrush	Unix	Dreamweaver	
MS Word (Mac)	Streamline*	Mac OS	GoLive*	
RoboHelp*	Paint Shop Pro 6*		Perl	

*Available offsite

PROFESSIONAL EXPERIENCE

INTEVAC INC. Santa Clara CA

Contract Senior Technical Writer 05/99 - 08/00

Wrote and illustrated highly technical end-user and service manuals, test procedures, installation guides, and functional descriptions for large disk sputtering systems, using Adobe Framemaker, Illustrator, and Paint Shop Pro. Converted Pro "E" and AutoCad drawings into Illustrator isometric EPS files for insertion into Framemaker documents. Using my illustrating skills, created new illustrations using Illustrator and Paint Shop Pro.

BRADFORD TECHNICAL ASSOCIATES Palo Alto CA

Contract Technical Illustrator – 06/00

As a subcontractor, created isometric illustrations to support service documentation for a hand recognition unit.

BURTON M. GUSTAFSON
PAGE TWO

PROFESSIONAL EXPERIENCE (continued)

CONTINUUM Santa Clara CA
Contract Senior Technical Writer - 1998

Edited laser user/service manuals, converted AutoCad drawings into Illustrator EPS files for insertion into PageMaker documents, created new illustrations for existing manuals, designed FrameMaker templates and defined manual content for new laser product manuals.

XEROX COLORGRAFX, San Jose, CA 1989-1998
(formerly XES and Versatec)

Senior Technical Writer

Designed, wrote, and illustrated highly technical end-user and service manuals, functional descriptions, theories of operation, repair, and troubleshooting documentation for wide format color and monochrome, electrostatic and inkjet printers.

Service manuals:

Accessed customer requirements, then, collaborated with electronic, software, hardware, manufacturing engineers, and coordinated with illustrators resulting in consistent customer satisfaction.

Printer/plotter and controller:

End-user manuals, specification manuals, software reference and applications, parts breakdown, release notes and upgrade procedures.

Management:

Managed the Xerox ColorgrafX publications department from 1994 to 1998. This included:

- managing the writing and illustrating projects of a contract writer, illustrator, and graphics artist
- planning and scheduling writing projects
- interfacing with international translator services for translating manuals
- interfacing with printers for printing services
- converting documents from one file format to another
- upgrading publishing tools.

ZENTEC CORPORATION, Santa Clara, CA 1979-1989
Technical Writer/Instructor 1983-89
Trainer/Writer 1981-82
Electronics Technician/Field Engineer 1979-81

BURTON M. GUSTAFSON
PAGE THREE

PRIOR TO 1979

Steady advancement and increasing responsibilities as an electronic technician and engineer throughout the Bay Area. U.S. Air Force.

OFF SITE CAPABILITIES

Hardware: 650MHz Pentium III with 384 megabytes of RAM, 21 inch monitor, 20 gigabyte hard drive, R/W CD ROM drive, 56Kbps fax modem, 100 megabyte Iomega ZIP drive, HP LaserJet 6P printer and an Epson Stylus color printer. Operating systems: Windows NT 4.0, 98, and 95.

EDUCATION

Bay Area Community Colleges: General Education (1 year), Drafting Technology (2 years), Technical Illustration (1 year).

A.A. Electronics Engineering, Capitol Radio Engineering Institute
U. S. Air Force, Electronic theory training courses.

PROFESSIONAL AFFILIATION

Member, Society for Technical Communications (STC)