

Michael R. Opsteegh

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| Objective | Position as part-time faculty in the area of technical communication or composition |
| Highlights of Qualifications | <ul style="list-style-type: none">• Possesses excellent verbal and written communication skills• Excelled in a course on teaching technical writing• Demonstrated ability presenting information and managing a class• Experienced in training others in using software tools, improving writing skills, and improving customer service |
| Education | <p>California State University, Long Beach</p> <p><i>Degree: Master of Arts—English</i> 2008</p> <p><i>Degree: Bachelor of Arts—English, Special Emphasis</i> 2003</p> <p><i>Certificate: Technical and Professional Writing</i> 2003</p> <p>Mt. San Antonio College</p> <p><i>Degree: Associate in Arts—Liberal Arts</i> 2001</p> <p>California State Polytechnic University, Pomona</p> <p><i>Major: Theatre, Technical Option</i></p> |
| Recognition and Awards | <p>2004 Student Scholarship Recipient</p> <p><i>Society for Technical Communication, Orange County Chapter</i></p> <p>2008 Award of Distinguished Technical Communication and Best of Show</p> <p><i>Society for Technical Communication Newsletter Competition</i></p> |
| Work Experience | <p>OfficeMate Software Solutions, Irvine, CA</p> <p><i>Sr. Technical Writer</i> 2006 to Present</p> <ul style="list-style-type: none">• Develop user-friendly manuals for complex software products• Create articles for the online company knowledge base• Develop techniques for single-sourcing the user information that applies to multiple products• Organize and edit the company's online and email newsletter• Develop a style guide for consistency throughout the user documentation• Edit press releases and marketing collateral• Assist the Client Services department by responding to support calls as needed |

Downey Savings and Loan Association, Newport Beach, CA

Technical Writer II

2006

Technical Writer I

2004 to 2006

- Managed project workflow for the Documentation department
- Managed staff of two technical writers
- Wrote and edited policy, procedure, and user guides
- Tracked documentation updates for Association business units
- Made final decisions regarding language and style based on standard practices
- Managed and maintained the Association's online documentation library, which consisted of thousands of manuals, forms, and other documents
- Interviewed and worked closely with subject matter experts throughout the Association
- Updated the document navigation system, comprised of over 160 menus, making it easier for corporate and branch offices to access the technical documentation residing on shared servers

Long Beach City College, Long Beach, CA

Admissions & Records Technician II

2003 to 2004

- Selected as a super user of the student information system, to assist in the effort to centralize Admissions processes
- Hired, trained, supervised, and delegated tasks to three student workers

California State University, Long Beach, CA

Enrollment Services-Articulation Support

2002 to 2003

- Analyzed and corrected data and provided support to the Evaluation Unit in the system-conversion effort
- Known for readily accepting new responsibilities in a rapidly changing environment

Mt. San Antonio College, Walnut, CA

Admissions & Records Clerk II

2002

Admissions & Records Clerk I

1999 to 2002

- Trained faculty and staff in customer service and operation of student information systems
- Acted as evening supervisor in the absence of the Director and Assistant Director
- Streamlined transcript processing, allowing faster and more efficient response to requests
- Streamlined eligibility processing, through modification of the student information system, allowing staff to respond more quickly to eligibility requests
- Proposed a system enhancement by which students could add closed classes by telephone, thereby reducing traffic through Admissions at the beginning of each semester

Volunteerism

Society for Technical Communication, Orange County Chapter

Newsletter Editor

2007 to 2009

2nd VP, Membership

2006 to 2007

Chapter Treasurer

2004 to 2006