

LOUIS BONAVENTURA III

Upper Chichester, PA / Broomfield, CO / Mt. Laurel, NJ

SENIOR TECHNICAL COMMUNICATOR

SUMMARY

- Over twenty-seven years in Technical Documentation and Training Creation / Updating / Confirmation and Delivery, Systems Analysis, Programming, Networking, Systems Administration, Server Administration, Website/Blog Design and Administration, Systems Testing, Internet Marketing, and Program Management.
- Background includes creation and delivery of technical documentation and reference manuals, technical training documentation and courses, end user documentation and manuals, API documentation, article authoring, capability statements, patent submissions, and RFP responses.
- Project Manager managing teams of six to 50+ people, full life-cycle development of an automated scheduling system for the Federal Aviation Administration.
- Proficient in WordPress, HTML/CSS, LAN Administration, Wireless Networking, Windows Server/7/8/10, Microsoft SQL, Windows Install/Upgrade, UNIX, Linux, Solaris, SunOS, and TRU-64.

PROFESSIONAL EXPERIENCE

Oracle Corporation

2014 - Present

Senior Technical Communicator

Having dissolved all business activities for PA Tech Writers, LLC and KNR IT Solutions, I accepted a full-time position with Oracle Corporation on December 1, 2014.

- One of the Senior Technical Communicators on the Storage Tape Technical Publications Team.
- Senior Technical Communicator on the Digital Media Solutions Development Team.
- Lead Technical Communicator for all products in the DIVArchive, DIVAdirector, and DIVAnet suite of products. Documentation includes technical reference manuals, administration manuals, installation and configuration manuals, and end user documentation manuals.
- Provide writing and training services in Software Technologies, Hardware Technologies, and High-Tech Technologies.
- Member of the DIVA Products Program Management Team
- Member of the SAMMA Products Program Management Team

Providing:

- New Document Creation
- Documentation Updates
- User Manuals
- Installation Manuals
- Configuration Manuals
- Reference Manuals
- Instruction Manuals
- Security Guides
- Licensing Manuals
- Editing and Proofreading

PA Tech Writers, LLC

1990 - 2014

Founder and CEO • Technical Communicator • Technical Trainer • Subject Matter Expert • Computer Scientist

Continuing the operations of KNR IT Solutions, LLC (below) for dedicated server services.

- However, in recent years my writing services have taken the forefront of my repertoire.
- PA Tech Writers was officially incorporated in 2013 even though the business has been around for years. Specializing in technical documentation and training services.
- Written technical reference manuals, technical training manuals, technical training courses, and end user documentation manuals for Air Traffic Control Systems, newly invented technology, and all types of software!
- Provide writing and training services in Software Technologies, Hardware Technologies, and High-Tech Technologies.

Providing:

- New Document Creation
- Document Updates
- User Manuals
- Installation Manuals
- Configuration Manuals
- Reference Manuals
- Training Courses (Creation and delivery)
- Instruction Manuals
- Editing and Proofreading
- Capability Statements for Technology Companies

KNR IT Solutions

1990 - 2014

Founder and CEO • Technical Communicator • Subject Matter Expert • Technical Trainer • Server Administrator

Website Designer/Administrator • WordPress Specialist

- Manage operations that allow the business to function and prosper.
 - This business was started part-time in 1990 and in 2003 went to a full time operation.
- Development and delivery of customized technical documents and manuals.
- Development and delivery of standard and customized technical training courses.
- Creation and assembly of books, material, reference manuals, supplies and equipment for technical training, courses and projects.
- Executed complete company start-up including staffing and financing.
- Direct company operations emphasizing business development.
- Manage project requests.
- Maintain professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and self-study.
- Prepare outlines of instructional programs, training schedules and established course goals.
- Website and Blog Design, Development and Administration.
- Website and Blog Hosting, Dedicated Server, and Virtual Private Server (VPS) provider.
- Website, Domain, and Server Administration provider.
- Server configuration and administration (Linux / Windows Servers).
- Software and script debugging and installation services.
- E-Commerce configuration, development and administration.

PPS InfoTech / Computer Sciences Corporation

2001 to 2003

Technical Communicator • Training Specialist • Subject Matter Expert • Server Administrator • Technical Support Testing and Validation Specialist

- Manage research, design, creation and implementation official government training courses related to research and development (R&D) equipment and systems associated with Air Traffic Control and Airway Facilities functions.
- Created, delivered, reviewed, and confirmed functionality of equipment, instruction of Airway Facilities and Air Traffic Control field personnel in a formal classroom setting using developed course material.
- Oversaw Controller-Pilot Data Link Communications (CPDLC) training project.
- Oversaw En Route Information Display System (ERIDS) training project.
- Participated in Center-Tracon Automation System (CTAS) training and development project.
- Provided technical direction to directors, managers, engineers, and lead developers.
- Designed and taught computer classes for Air Traffic Controllers and Airway Facilities personnel.

- Developed and wrote procedures/manuals for the installation, use, and problem solving of Air Traffic Control hardware and software.
- Provided assistance to engineers.
- Trained network and system administrators and technicians.
- Conducted on-the-job training, classes, and training sessions to teach and demonstrate principles, techniques, procedures, and methods of designated subjects.
- Planned, managed and supervised course content and method of instruction.
- Created and assembled books, materials, supplies and equipment for training, courses and projects.
- Developed teaching aids, multimedia visual aids, computer tutorials, and study materials for instruction in technical subjects.
- Prepared outline of instructional program and training schedule and established course goals.
- Operating systems used and administrated were UNIX, Linux, AIX, Solaris, TRU-64, Windows NT Server and Workstation, Windows 2000.

Federal Aviation Administration Technical Center

1990-2001

Electronic Technician • Computer Scientist • Technical Communicator • Training Specialist • Technical Liaison • COTR • Technical Project Lead • Server Administrator • Project Manager • Laboratory Manager • Technical Support

- Proficient in handling multiple simultaneous projects and meeting deadlines effectively.
- Analyzed problems and anticipated project needs.
- Assess alternative scenarios by identifying outcomes and returns.
- Performed full lifecycle project management and supervision of both permanent employees and contractors.
- Guided team through all aspects of coding, unit testing, integration testing of new programs (*database loading. reporting*) and system enhancements, utilizing Visual Basic, MS SQL Server and multi-processor Windows NT, Linux, Solaris, and Unix based servers.
- Developed and delivered new user documentation and training.
- Oversaw and participated in installation and setup of servers and desktop workstations, various peripherals: scanners, modems, tape backups, printers, SCSI devices, hubs, routers and switches.
- Managed systems configuration and maintenance, problem troubleshooting, planning and directing upgrades, and testing operations to ensure optimum system functionality on systems operating in the Windows, UNIX, Linux and Solaris environments.
- Provided technical direction to directors, managers, and lead developers.
- Provided management oversight of senior product development teams.

EDUCATION

Atlantic Cape Community College

Associate in Applied Science, Computer Systems Technology; Minor: Electronics Technology, 1992

Major/Minor GPA: 3.85

Overall GPA: 3.66

High Honors

TRAINING

- Cisco Routers
- Computer Security and Vulnerability Assessment
- MS SQL Server
- Windows Technology
- Microsoft BackOffice
- Microsoft Office
- Sony Monitors
- Methius Display Controllers
- National Airspace System (NAS)
- Configuration Management
- ISO9001 Lead Auditor
- Contracts Management
- General Management Training
- Additional miscellaneous training