

Resume for Bruce H. Johnson

17415 Mayerling St.
Granada Hills, CA 91344
(818) 447-6960
BHJohnson36@hotmail.com

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Summary

Highly trained and experienced in data gathering, data mapping, process mapping, technical documentation, manual and guide creation, personal and group instruction, computer hardware/software installation and maintenance, and Microsoft Office applications use and programming. Familiar with Lean Engineering and Lean and completed the APICS Certified in Production and Inventory Management course.

Have worked with Corporate Knowledge, Inc. of Toluca Lake, CA for over 22 years. This company consults with companies in manufacturing, banking, aerospace, software, and other industries to create knowledge transfer and knowledge management tools. Have produced user, product, system, training, and sales/marketing policy and procedure documentation and manuals as well as training the clients' personnel in maintenance and expansion of their manuals.

The documentation ranges from printed Quick References, paper manuals and online Help (stand-alone libraries) to external financial reporting in Microsoft Access, Crystal Reports (P&L, Balance Sheet), Excel, Fixed Asset tracking, commissions, Returned Materials Authorizations, and Purchasing Cards.

Education

- Trained on APICS CPIM.
- B.B.A. Kent State University (Kent, Ohio)
- 12 United States Navy technical schools (top 10% in class in each)

Skills

- Policy and Procedure creation from SME interviews and system/hardware research.
- Creation of User Manuals, Quick Reference Guides, and Technical/Programming Manuals of applications, utility programs and hardware.
- Individual and group training on software applications and documentation maintenance.
- Programming in Visual Basic for Applications (VBA) in MS Word, Excel, and Access for customized environments, automation, application systems, and Business Intelligence.
- Programming in Visual Basic for stand-alone applications.
- Highly experienced in Windows Help creation. Expert in RoboHelp and MS Word automation customization for increased production speed.
- MS Access ad-hoc database development and interfacing.
- Highly experienced in Visio, Corel Draw, MS Word, MS Access and Crystal Reports.
- Very experienced in MS Excel development and automation programming.
- Experienced in MS FrontPage for Web construction.

- Experienced in digital photography, image manipulation, and video editing and conversion.

Selected Contracts

CAP Barbell

Business Analyst

Sports Equipment Distribution

September 2011 ongoing

Carson, CA Distribution Center

Created Manufacturing Skills training manual and PowerPoint, which deals with Lean Engineering and Lean Office. Created many course-room exhibits, flows, and analytical reports. Created 150+ Business Intelligence Exhibits (Access and Excel). Automated Inventory, Sales, and AR business intelligence reports for ongoing Lean implementations. The 14 reports can be generated from raw data in approximately one-half hour; they provide the major information to manage the Distribution Center plus AR Aging Collections for all five U.S. Distribution Centers. Assisted in warehouse layout design for optimum traffic and storage. Tools: MS Access, Excel, PowerPoint, Visio and MS Word.

Responsibilities: Producing accurate reports, often including graphs, for investigation and analysis of inventory and financial issues.

W.H.P.M. Inc

Technical Writer

Bio-technical

September 2011 to December 2013

Irwindale, CA

Created Lean Management for Sales and Operations training manual and PowerPoint. Created course-room exhibits and graphics. Tools: MS Excel, Word, Visio, and PowerPoint.

Responsibilities: Produce clear and logical PowerPoint presentations and handouts, reference material, and exhibits from original material.

Snap-On Tools

Technical Writer

Tool manufacturing

September 2011 to December 2013

Los Angeles, CA

Created course training manual for MRP Decoded Course. Tools: MS Word, MS Excel.

Responsibilities: Customize our MRP course specifically for Snap-On.

The Association

Technical Writer

Film and video creation and marketing

February 2011

Toluca Lake, CA

Created 106 industry outlook reports (documents) for a The Association marketing client by data mining industry information databases. Each report includes industry definition, primary activities, major products and services, and key statistics. Tools: MS Word.

Responsibilities: Accurate research (Internet databases) and executive summary for defined industries.

Gish Biomedical

Technical Writer

Medical supplies

March 2010 to May 2010

Rancho Santa Margarita, CA

Back-office process mapping. Tools: Visio

Responsibilities: Create formal process flow diagrams from hand sketches.

Quark, Inc

Software Developer

October to November 2008

June to August 2009

Page Layout Software (Quark Express)

Denver, CO

Implemented temporary Book of Record in Access covering 21 world-wide entities. Produces P&L, Balance Sheet and other on-demand reports. Replaced a 12-hour manual task with a 1-hour automated task for month-end close.

Created the User Manual and the Programming/Technical manual for the program.

Helped verify Oracle re-implementation for coverage of General Ledger map and financial reports.

Tools: MS Access, Word and Excel.

Responsibilities: Coordinate with World-Wide Controller, CPAs, and other technical staff to develop temporary (one year) Book of Record for financial reports.

International Rectifier

Business Analyst

Semiconductor Manufacturing

June 2003 to June 2006

El Segundo, CA

Developed and documented (Visio) as-is and future business processes for a new Shared Service Center in El Segundo encompassing 22 world-wide sites. This included Accounts Payable, Accounts Receivable, Fixed Assets, and Expense Reporting. Created procedures in all areas for end users. Created executive presentations (PowerPoint), User Manuals, and Training Manuals.

Developed, programmed and implemented produced a barcode Fixed Assets tagging system involving the AS/400, SQL Server, Access and a handheld barcode scanner/terminal. Created the User Manual and Programming Manual for the system. Did onsite training for the system at several U.S. locations.

Tools: MS Visio, Word, and Excel. Scanning and Acrobat PDF creation.

Responsibilities: Create process flows in Visio. Create many PowerPoint presentations for management. Create procedures and training manuals. Program (Access, AS/400 interface, and SQL Server) interface from mainframe to hand-held barcode scanning terminal.

St. Jude Medical

Technical Writer

Medical Equipment

March 2002 to April 2003

Sylmar, CA

Interviewed personnel and documented network operations, including processes and procedures. Documented IT Help Desk trouble-handling processes.

Documented telecomm area.

MiniMed (Medtronic)

Technical Writer

Medical Appliances

October 2001 to March 2002

Northridge, CA

Team member for telecommunciations and Call Center documentation project.

Gathered information and photographs on all aspects of the Call Center hardware and software (including scripts) and produced final reference material for telecomm technicians. Included were other telecomm areas such as alarm system wiring, time clock documentation, and remote site interfaces.

First Federal Bank

Technical Writer

Banking

December 1999 to March 2007

Santa Monica, CA

Policies and Procedures:

Updated and re-organized policies and procedures documentation for:

- Retail Operations
- Retail Support

Online Help (using RoboHelp):

- Created full structure for complete Online Library.
- Converted Retail Operations/Support manual to online Help.
- Created Training and Reference manuals.
- Trained two people in fundamentals of maintaining the Online Library.
- Trained two people in advanced maintenance and expansion of the Online Library.
- Provided continuing support for expansion of Online Library.
- Library made available to all personal in all branches.

Tools: MS Word, RoboHelp

Responsibilities: Gather all policies and procedures. Structure and construct online library. Train customer personnel in maintaining and expanding the library.

International Rectifier

Business Analyst

Semiconductor Manufacturing

April 1998 to March 2000

El Segundo, CA

Designed and developed the online reference library (Windows Help using RoboHelp) for the Financial Accounting department. This involved reviewing, editing, and transferring both new policies and procedures as well as existing documents for:

- Organization Charts
- Accounts Receivable
- Accounts Payable
- General Ledger
- Fixed Assets

Developed over 100 reports from AS/400 mainframe data. This included file and field-level data mining and data mapping, AS/400 query and database modification and creation, special file downloads, and data formatting and calculations in MS Access. Created reports in Crystal Reports for Returned Materials Authorizations (RMAs), Accounts Payable, Commissions, and Accounts Receivable.

Developed Commissions system for paying sales representatives. This enabled automatic generation of three levels of detailed Excel reports and check request for each representative, where before any reports had to be manually generated.

Created the training documentation and trained IR personnel in this application.

Developed special General Ledger reports for two divisions in MS Access. These included data-driven report generation with varying detail levels for the Profit and Loss statement and Expense Reports. Created the training documentation and trained IR personnel in this application.

Developed extensive cross-referencing reports for the semiconductor components. These include sales volume (by distributor, OEM, etc.), quantities, and returns.

Tools: MS Word, Visio, PowerPoint, and Excel. Crystal Reports. Acquire report data extraction system.

Responsibilities: Interface with AS/400 for data extraction. Create analysis and production reports. Create Sales Commissions system.