

Resume for Bruce H. Johnson

April 2007

Summary

Highly trained and experienced in personal and group instruction, applications use, programming and training.

Recent Major Contracts (with Corporate Knowledge of Toluca Lake, CA)

California Commerce Bank

- Design and development of on-line policies and procedures manual.
- Full training in maintenance and expansion to two bank personnel.
- Continued phone support, and additional personnel training.

California Savings Bank

- Trained six headquarters personnel in maintenance and expansion of Electronic Library.

Cedars Bank

- Standards for establishment and maintenance of the bank's documentation.
- Trained documentation personnel in maintenance and expansion of the Electronic Library.

Conoco Phillips

- Designed, developed and produced the pilot Business Recovery Plan documentation for the Los Angeles Refinery servers.

County of Orange, California – Board of Supervisors & Hall of Administration

- Quick Reference Guide for understanding both hardware and application of VAX, PC, and MAC environments.

Courtaulds Aerospace

- Assisted in the development of training and system documentation.

Daniel Freeman Hospital

- Basic training materials for the implementation of an integrated system.
- Overall Training Documentation Standards for the implementation of a new integrated system for three major facilities in Southern California.

Farwest Savings & Loan

- Develop of training materials to train trainers, tellers, New Accounts personnel, Assistant Branch Managers, and upper management.
- Support manuals of corporate standards and maintenance of the documentation system.
- Training program and materials to familiarize documentation personnel with maintaining documentation.

- Trained documentation personnel with hands-on training to assure quality and integrity of Electronic Library administration.

Fluor Daniels

- Supervisor Training Materials for the Accounts Receivable System.

Home Savings (now part of Washington Mutual)

- Prepared training program and materials for Corporate Accounting staff.

International Rectifier

- Designed and programmed the Fixed Assets Barcode Scanning System to track fixed assets through their life cycle. Developed and created the training manuals (approximately 280 pages) for training the Fixed Asset Custodians at local sites.
- Delivered one-day training seminars in California and Arizona.
- Developed Finance/General Accounting Reference On-line Library for use by all internal and external departments of the North American division. Provided training to key IR personnel, so that the user community can maintain its on-line library content.

Perkin Elmer, Inc.

- Full design and development of detailed product documentation for testing, calibration, installation, and maintenance of tool and related computer systems. This included guidelines, quick reference, and work instructions as well as policies and procedures.
- Design, development, and documentation of all computer technical hardware and software, including the development of artificial intelligence modeling for the use of the monitoring tool.
- Design, development, and production of training materials for corporate technical customer service employees.

Sante Fe International

- User Documentation for Preventive Maintenance System.
- Trained two personnel on the documentation maintenance and expansion.

Southern California Savings & Loan

- Supporting documentation for the documentation system maintenance.
- Training program and materials to familiarize documentation personnel with maintaining documentation.
- Trained documentation personnel with hands-on training to assure quality and integrity of Electronic Library administration.

St. Jude Medical

- Researched and created major troubleshooting processes and created IT Help Desk Quick Reference Guide for Help Desk personnel to identify and expedite problem resolution

Teledyne Systems, Inc.

MRP II Policies, Procedures and Work Instructions for Purchasing, Material Control, Bill of Materials, and Purchase Control Systems.

UCLA

- Multimedia self-directed training for approximately 3000 users of a new Financial Management and Procurement package.

Wells Fargo Bank

CKI was a member of the ALPS (Alternative Loan Payment System) team, which implemented the over-the-counter (OTC) Payment Processing Project (PPP).

- Transaction procedure manuals.
- Training material for startup staff.

Professional Experience

- Served in the United States Navy Nuclear Power Program, with the last three years as an instructor. Created full documentation for the base military-to-civilian procedures.
- Extensive experience in PC custom system building, hardware installation and maintenance, and application software installation. Extensive experience in system maintenance including Microsoft Windows installations and optimization.
- Great experience in customer support, both in person and via telephone.

Education

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

Computer Skills

- Custom PC system construction, hardware installation/maintenance and remote support.
- Microsoft Windows installation, maintenance, customization, and optimization.
- Highly skilled with ACquire Data Warehousing/Mining (www.acquire-data.com)
- Application and utility program installation, customization and removal.
- Programming in Visual Basic for Applications (VBA) in MS Word and Access for customized environments and application systems.
- 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, Ventura Publisher 4, Crystal Reports and PageMaker 6.52.
- Experience in MS FrontPage for Web construction.
- Experience in digital photography and image manipulation.

References

Available on request.