

Ed Hackett

Freelance Commercial Writer
520-982-3753
ed@edhackett.com

HIGHLIGHTS OF QUALIFICATIONS

- A practiced, professional writing style that is clear, concise, and compelling
- A benefits-based creative vision – writing for the “Win-Win” scenario
- Creative, competent, reliable, and adaptable service
- Cooperative and diplomatic interpersonal, interviewing, and teaching skills
- Experienced in writing and editing copy for complex systems and products
- Effective in translating technical information into everyday concepts and language
- Excellent computer, electronics and mechanical aptitude and understanding
- NREMT Certified Paramedic – familiar with medical terminology and equipment

PROFESSIONAL EXPERIENCE

Writing

- Produced award-winning user manuals and service documents for computer hardware and software, using applications such as Microsoft Word, FrameMaker, PageMaker, Quark, and others on both Macintosh and Windows systems
- Wrote and edited help files, ASP files, on-line documentation and README files, using RoboHelp, Adobe Acrobat, HyperWriter, HTML, and various text editors
- Completed page layout, graphic design and technical editing of books, on-line help and addenda
- Created press releases for distribution to news agencies and corporate sites/customers
- Authored, co-authored, and edited articles for publication in trade and scientific journals
- Prepared book proposals for presentation to major publishers
- Developed presentations for product sales and technical training sessions
- Edited grant proposals, technical documents, web sites, and professional correspondence

Technical

- Worked on both Windows and Macintosh and Linux systems, including Microsoft, and Netware networks
- Assisted in quality assessment and product testing for various computer systems and networks
- Developed and conducted usability tests for software and documentation development
- Completed basic pre-press operations and print buying

Management

- Planned, coordinated and managed various documentation projects
- Supervised staffs of up to 21, including payroll and expense budgeting
- Developed and delivered professional presentations and classes
- Arranged and presented educational programs for various size groups

EMPLOYMENT HISTORY

Freelance Writer	Various freelance assignments 2002-present
Contract Writer/Editor	NetMedia, Tucson, AZ 2002
Contract Writer/Editor	DiGenius Inc., Tucson, AZ 00 - 01
Contract Writer/Editor	The Automation Centre, Tucson, AZ 99
Contract Writer/Editor	Ventana Corp., Tucson, AZ 97
Fire Captain/Paramedic	City of Tucson, Tucson, AZ 95 to Present
Technical Writer/ Usability Specialist	Artisoft Inc., Tucson, AZ 92 – 95
Research Intern	U of A Space Sciences/NASA, Tucson, AZ 91 - 92
Residence Hall Director	U of A Dept. of Residence Life, Tucson, AZ 90 - 92
Technical Writer	Techlink Control Systems, Tucson, AZ Summer 91

EDUCATION

BA - English Composition, Minor in Technical Writing - University of Arizona 1992

Valedictorian - Motorcycle Mechanic's Institute - Phoenix, Arizona 1984-85

CERTIFICATIONS

NetWare Administrator (NetWare 3x and 4x)

Certified Emergency Paramedic (NREMT-P)

Certified Fire Science Instructor (NFPA and AZ Fire Marshal's Office)