

ROBERT WRIGHT
1625 North Primrose Drive
Saint George, UT 84770

Cell: 435-817-1672
Email: robert.tipton.wright@gmail.com
LinkedIn: <http://www.linkedin.com/in/robertwright/>
Website: <http://robert-wright.org>

SUMMARY

An innovative self-starter with extensive experience in PCs, data networking, technical writing and customer service. Creative thinker and analytical problem solver with demonstrated ability to author complex documentation, manage complex programs and manage complex projects to successful completion.

GOAL

Seeking a position in technical writing. Preferably documenting data networking products, technologies, and software.

SKILLS

- Technical Writing
- Development and Delivery of Technical Training Collateral
- PC and Network Installation and Support
- Process Development and Improvement
- Collaboration
- Problem Solving and Troubleshooting
- Customer Service
- Leading Project Teams
- Web 2.0 Technologies (wikis, forums, blogs, Twitter, Facebook, LinkedIn)

TECHNICAL SKILLS

Networking

TCP/IP, routing protocols, VLANs, wireless, VoIP

Operating Systems

Cisco IOS, Junos, LINUX, Windows (all PC versions), Mac OS,

Applications

Adobe FrameMaker, Fireworks, Dreamweaver; XMetal; XML CMSs (Sibersafe, EMC Documentum); Microsoft Office applications, Visio

E-learning Applications

Adobe Captivate

Graphics

HyperSnap, Adobe Fireworks

PROFESSIONAL EXPERIENCE

COMPUTER CONCIERGE, LLC

11/2014–Present

Computer and Home Networking Support

This is my own small company that I use as a sideline to my career in Technical Writing. It allows me to accept only the technical writing positions that interest me the most. I help people shop for the computer that best meets their requirements. After purchasing the computer and any required peripherals I install and configure the equipment. I finish by training the customer on how to use their new computer and other peripherals.

Setup and support home networking including PCs, routers, printers and other peripherals. Work with ISPs to resolve connectivity issues.

JUNIPER NETWORKS, INC., Sunnyvale, CA

1/2014–11/2014

Senior Information Developer

Helped rewrite the Getting Started Guide for Juniper low-end SRX devices. Created a lab in my home made up of UNIX-based PCs and SRX 210s and SRX 220s on loan from Juniper. Verified all documentation using an open-source traffic generator.

CISCO SYSTEMS, INC., San Jose, CA

7/1999–7/2011

EARLY RETIREMENT FROM CISCO SYSTEMS, INC., San Jose, CA

I accepted an early retirement offer from Cisco Systems Inc. after 17 years of employment with Cisco to take a few years off to focus on volunteering and other ways to give back to my community.

Technical Writer

9/2004 – 7/2011

- Planned and wrote configuration guides and command references for Cisco IOS NetFlow and Cisco IOS Flexible NetFlow.
- Documented Cisco IOS Software features across many technologies such as IP routing; IP switching; LAN switching; and installation and setup of various networking devices.
- Created configuration guides and command references using functional and design specifications, standards publications, and product requirements documents. Used routers to verify the CLI syntax for command references and feature functionality for configuration guides.
- Collaborated with engineering and marketing teams to create documentation plans for new Cisco IOS features and networking devices.

Examples of this documentation are available on my portfolio web page: <http://robert->

wright.org/portfolio.html#TD.

- Technical Leader and content developer on the team that developed Cisco's external wiki site for customer support documentation (<http://docwiki.cisco.com>).

Subject Matter Expert

7/1999 – 9/2004

- As a subject matter expert in the SmartWeb Technology Group, created technical support content based on reviews of high-volume cases. Developed documentation for LAN switching, VoIP technologies, Cisco CallManager, Cisco Unity, and Cisco VoIP hardware products such as the ICS7750.

Examples of this documentation are available on my portfolio web page: <http://robert-wright.org/portfolio.html#TN>.

- Led a team that developed a client-server tool to help small business customers configure and troubleshoot their low-end Cisco products. Transformed the product requirements and system functional specification documentation into a design specification that development engineers used to code the tool.

A screenshot of the application is available on my portfolio web page: <http://robert-wright.org/portfolio.html#AD>.

EDUCATION

BS, Political Science, Eastern Michigan University

CERTIFICATIONS

Cisco Certified Internetworking Expert, Cisco Systems, Inc.
December 1993 (currently inactive)

PUBLICATIONS

[IP Routing Primer, Cisco Press, Inc. 1998](#)