**Daniel D. Garza**

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The Woodlands Texas 77380

Portfolio: <http://www.rareearthcom.com>

**Career statement:**

“To use my knowledge, experience, skills, and education for evolving a sustainable career unique to my qualifications that enriches the quality of educational practices and to affect the way businesses value the abilities and qualities of its workforce.”

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| --- | --- |
| **Education:** | **Certifications & Other Training:** |
| * ***West Texas A&M University****:* Masters of Education (**M.Ed.**), ***Instructional Design and Technology***

 * ***University of Houston College of Business.*** Bachelors of Business Administration (**BS**), Finance, Minor: R-TV
* ***Houston Community College System:*** Associates of Arts (**AA**), Music and transfer credits to U of H.
 | * MS Project, Frame maker, InDesign (4ys), Dreamweaver, Photoshop, Excel, Oracle, Flash, Networking, CSS, XHTML – North Montgomery College Continuing Education
* Information Mapping Training level one and level two, using FS Pro for technical writers
* Interactive Train the Trainer Certification awarded by the Bob Peck Group
* Electrical/Mechanical A.C. Refrigeration and Heating– Houston Community College (1998)
* Third Grade Stationary Engineers License – City of Houston (May 1987 to 1989)
* Intermediate Networking Certificate – Lone Star College
* Various Software Certificates – Lone Star College(Adobe and Microsoft products)
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**Software Knowledge (Changes All The Time):**

|  |  |  |
| --- | --- | --- |
| * Adobe InDesign
* Adobe Creative Suite
* Audacity
* Flash/Animate
* Acrobat DC
* Prezi
* Adobe Audition
* Camtasia
* Adobe Premiere Pro
 | * Captivate 9
* MS Visio
* RoboHelp
* Crystal reports
* Articulate Storyline
* Dropbox, large file shares
* SharePoint applications
* MS Project Management
* MS Office 2020 (Word,Excel,PPT)
* Adobe Photoshop CC
 | * HTML web editors
* InDesign (Frame maker)
* Dreamweaver
* Slack, Teams, Zoom, etc.
* HTML5
* Visual Studio, VSCode, Github
* FS Pro
* SnagIt Studio
* Oracle
* MS PowerPoint
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**Hardware Knowledge**

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| --- | --- | --- |
| * PCs upgrades
* Network hardware
* Server configurations
* Electronics, smart barrels
* Batteries and electronics
* LAN/WANs
* Modems
* Data Storage
* Downhole Oil Tools
* Auto tuning
 | * Boiler certified
* Thermal heaters
* Electric Motors
* Networking components certified
* HVAC
* Pneumatic equipment
* Air compressors
* Cyber security mechanisms
* Schematics
* Troubleshooting theory
 | * Chillers, P&IDs
* Luthier concepts
* Carpentry elements
* Custom painting concepts
* MWD/LWD
* Auto panel refinishing, etc.
* Routers, Wi-Fi
* Gas Tubing Gauges
* Machinist instruments
* Appliances
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**Contract Work History:**

***Shipcom Wireless, REMOTE though Kforce Feb 2022 to Sept 30th2022***

**Instructional Designer/Tech Writer (remote) via Kforce, Supervisor: Johnny Vargas**

* Created Help file system, FAQs, User Guide for ERP system of DOD (Marines).
* Utilized Teams environment and Azure Dev ops for file creation and distribution to developers.

***Lowes Corporate Headquarters, North Carolina, REMOTE July 2021 to Oct 2021***

**Instructional Designer/Tech Writer (remote) via Beacon Hill Tech Services, Supervisor: Michael Mitchell**

* Created Mechanics Apprenticeship program for all Lowes tool rental outlets across America.
* Migrated approved content to the Axonify platform through MS Team’s approval process.

***Rare Earth Communications, 26103 I-45, The Woodlands Tx 77391***

* Self-employed custom shop restoration work, luthier work and automotive auction acquisitions.
* Part time, open to new work along lines of my degree.

***Leam Drilling Systems, 2027A Airport Rd, Conroe, TX 77301 Sept, 2019 to March 2020***

**Instructional Designer/Tech Writer (onsite/remote) via Tundra Tech Services, Supervisor: Richard Mayes**

* Created Maintenance/Service Work Instructions for MWD well bore tools. All phases, interviewing capturing graphics, edits.
* Edit/update Excel Forms and PDFs. Expecting Instructional designer assignments but cancelled due to COVID.

***Chevron via SCI IT Solutions (now Radiant Digital), Houston (Remote) Sept, 2017 to Jan, 2019***

**Instructional Designer/Tech Writer, Supervisor: Erik Fullerton**

* Create eLearning content using Camtasia/Captivate and Articulate storyline for Chevron engineers in various phases of the upstream process. Including documentation analysis and full migration into LMS platforms for testing, review, etc. using Agile/ADDIE and Kirkpatrick's four-level training evaluation model.
* Bringing PowerPoint presentations to current standard using technical/instructional design methods.

***Advanced Training Third Coast, The Woodlands Texas Dec, 2016 (Ongoing)***

**Part-Time Instructional Designer/Tech Writer, Supervisor: Marcia Baker**

* Creating Instructor lead training (ILT) for substance abuse, mental health and eLearning with Articulate instructional training presentations as needed for counselor CEU renewals. Accomplished PowerPoint migrations into Articulate storyline. Used Camtasia for various editing projects.
* Develop instructor lead training for mental health professionals using the ADDIE system and other theories.

***Full Time Student and Internet Sales – Houston Aug, 2015 to Dec, 2016***

**Pursued Master’s Degree from West Texas A&M (COMPLETED)**

* Passed Comprehensive exam as part of the requirement for obtaining Masters in Instructional Design and Technology from West Texas A&M.
* Selling vintage DVDs/collectables/models and purchasing automobiles for full restorations/marketing. Furniture sales.

***Qinterra Drilling (Contract) Mar, 2015 to July, 2015***

**Technical Writer/Instructional Designer, Manager: Duncan McBain**

* Created Maintenance/Service Instructor Lead Training/User Manual for the wireline tractors used for well bore intervention.
* Created dual layer opaque graphic technique using Photoshop to effectively reveal important processes. Created Test Data Sheets for verifying various processes throughout the rebuilding of each power tractor assembly (PTA) unit.
* Headed content review in conference room, setting/updating online changes with my Dell Latitude.

***Petroskills (Contract-Remote) Houston Dec, 2014 to Feb, 2015***

**Instructional Designer**

* Created Knowledge Assets and placed in eLearning environment for the Resource Development Company (RDC) which contracts with Petroskills.
* Created knowledge retaining online eLearning modules using proprietary online LMS system, i.e. ’The Evaluation Center”

***Scientific Drilling International, Houston (Contract to Perm) Jan, 2012 to Nov, 2014***

**Technical Writer/Instructional Designer, Manager: Jason Dwyer**

* Enhanced productivity and decreased TIRR rates by developing LWD, MWD, Gyro, and Directional Drilling user training manuals for
* Bottom Hole Assemblies (BHA).
	+ Effectively distributed/scheduled content to SME’s for review, obtain changes and update content.
	+ Streamlined information/security seeking with a web knowledge base for IT hosted on MS SharePoint using RoboHelp uploaded to SharePoint.
* Created knowledge retaining eLearning modules and publish to HTML5 (or whatever) on Litmos Learning Management System (LMS). The LMS system was a good starting point for exposure to all learning management systems out there.
* Tools used:
	+ Adobe Captivate 9 and Camtasia
	+ Adobe Tech Suite and Creative Cloud (Photoshop, Illustrator, Bridge, InDesign)
	+ Office 2013 (Word, PowerPoint, Excel, Visio, MS project)
	+ Adobe RoboHelp for end user knowledge base uploaded to SharePoint

***Transocean (Six Month Contract) Houston June, 2011 to Dec 2011***

**Technical Writer via Insight Global, Manager: Athar Imam**

* Reduced rig incidents by 25% by developing a comprehensive user manual called, Asset Planning Training (APT). Reviewed and submitted topics to SME’s, obtain critical info.
* Condensed program errors by performing application test cases as manual progressed.
* Tools used:
	+ MS Office 2013
	+ Tech Smith Snag it (which also contains Camtasia), Photoshop

***Rare Earth Communications (Self Employed) Mar, 2011 Ongoing***

**Buyer/Seller Restored Automobiles**

* Identify and purchase defective automobiles, restore, paint, & bring back to life and then place on market. Have home workshop. I do this between contracts.

***SYSCO (Three Month Contract) Houston Jan, 2011 to March, 2011***

**Technical Writer (AmeriSource Technologies, Inc.)**

* Created RoboHelp system for both Sysco Order Management and for Menu Analysis application.
* Generated Cristal Reports for analysis research stored on SharePoint server.
* Tools used:
	+ Adobe RoboHelp for HTML
	+ Adobe Captivate
	+ MS Office 2010 and MS Publisher
	+ Crystal Reports

***Rare earth Communications (Self-Employed) May, 2010 to Dec, 2010***

**Buyer/Seller restored automobiles**

* Identify and purchase reparable automobiles, performed full restorations and place on market. Ebay reseller

***Oceaneering (Three Month Contract) Houston March, 2010 to May, 2010***

**Technical Writer (Instatech Staffing) Manager - Eric Carney**

* Identified and developed work instructions for cabling extrusion facility. Develop, write, and edit procedures using Word 07 and MS office tools.
* Captured operator processes with digital cameras and graphic editing tools.
* Tools used:
	+ MS Word, with extensive style formatting, template development with special hotkeys using Auto text, etc.
	+ MS Excel Spreadsheet tracking, with completion rates and dates received and time submitted
	+ MS Visio for developing workflow processes, utilizing color codes to create labor divisions.

***Rare Earth Communications (Self Employed) Aug, 2009 to Mar, 2010***

**Buyer/seller restored automobiles**

* Identify and purchase automobiles with “potential”, restore, paint, & bring back to life and then place on market.

***EXXONMOBIL (One Year Contract) July, 2008 to July, 2009***

**Technical Editor – M & H Energy Services Manager - Wilson Vargas**

* Edited copy and met tight deadlines for the Malaysia project, edited procedures to standards following the Exxon C.A.S. offshore documentation guidelines for petro-chemical refineries. Reading P&IDs.
* Maintained and utilized working templates. Tracked and recorded progress on spreadsheet. Sent out reports with completion rate percentages to management personnel.
* Communicated regularly with writers, engineers/SMES, and technicians. Incorporated standard styles onto review copies as needed.
* Tools used:
	+ MS Word 2003, with extensive style formatting
	+ MS Word Template development with special hotkeys using Auto text
	+ MS Excel Spreadsheet tracking of completion percentages and dates submitted for reviews

***Schlumberger/Western Geco (Nine Month Project) Aug, 2007 to April, 2008***

**Tech Writer – Modis IT Resource Management-**

* Created HTML Help file system, online documentation for Petrel imaging software using MSWord templates and RoboHelp.
* Updated/modified software help files within the program.
* Capture screen shots. Communicated with developers. Incorporated MS manual of style.
* Tools used:
	+ MS Word 2003, with extensive style formatting (Developed with special hotkeys using Auto text)
	+ MS Excel Spreadsheet tracking
	+ RoboHelp HTML with CSS
	+ SharePoint (Maintained test case docs)

***Tyco Thermal (Six Month Contract) Dec, 2006 to July, 2007***

**Tech Writer – Burnett Staffing, Manager: Jeff Fabry**

* Wrote SOPs and Work Instructions describing factory R & D process development for Shell project.
* Created Excel Spreadsheets, graphs, charts. Used Visio for flowcharts.
* Visually represented process flow with a PowerPoint Business Plan for project team.
* Tools used:
	+ MS Word 2003, with extensive style formatting
	+ MS Word Template design
	+ MS PowerPoint development of Business presentation of the project.
	+ MS Excel Spreadsheet tracking, with completion and dates received and review outstanding
	+ MS Visio for capturing flow processes

***ATOS Origin (Three Month Contract) Sept, 2006 to Nov, 2006***

**Tech Writer – RCG Inc., Manager: Steven Bickle**

* Developed Global Security Operations Center (GSOC) Implementation Decision Project. Used to determine feasibility/implementation of IT global services.
* Developed Excel Spreadsheets, graphs, charts, and Feasibility/Proposal Documentation for Global Financial IT security project.
* Tools used:
	+ MS Word 2003, in manual style
	+ MS PowerPoint development with special hotkeys using Auto text
	+ MS Excel Spreadsheet for generating graphs to illustrate key points in proposal
	+ MS Visio for capturing flow processes

***Merrick Systems, INC. (Five Month Contract) Mar, 2006 to July, 2006***

**Tech Writer – Merrick Systems Inc.**

* Developed and published RoboHelp HTML online file system for innovative one virtual source integration software (OVS) program.
* Updated/modified software help files in HTML.
* Implemented a combination of MS Paint, Excel, Adobe Photoshop, and Snag It to capture screen images and other relevant information.
* Communicated with developers, program managers, other writers, and other personnel.
* Tools used:
	+ MS Word 2003, with extensive style formatting
	+ MS Word Template development with special hotkeys using Auto text
	+ MS Excel Spreadsheet tracking, with completion and dates received and review outstanding
	+ RoboHelp HTML with CSS

***Modis IT Resource Management (Contract) Dec, 2005 to February, 2006***

**Tech Writer – Neon Systems, Manager: Steve Cherry**

* Created HTML Help file system and online documentation for mainframe integration software — Neon Shadow RTE. Used Shadow
* Studio HTML online help editor, similar to RoboHelp.
* Updated/modified software help files within the program. Communicated with developers.
* Tools used:
	+ MS Word, with extensive style formatting
	+ MS Word Template using Auto text
	+ Eclipse HTML web authoring
	+ Snag it, Paint, etc.

***National Employment Service Corp. (Contract) Aug, 2005 to Nov. 26, 2005***

**Tech Writer – Saipem America Inc., Manager: Lynn Lehmann**

* Documented corporate migration of internal technical process flow of various project related work activities. Developed and maintained business process flow documentation in accordance with corporate guidelines.
* Wrote and developed the company manual using MS Word, Excel, and Visio for cross functional diagrams and system processes.
* Tools used:
	+ MS Word 2003, with style formatting
	+ MS Word Template development with special hotkeys using Auto text
	+ MS Excel Spreadsheet tracking, with completion and dates received and review outstanding
	+ MS Visio for cross functional processes

***Inquest Staffing (14 Month Contract) Feb, 2004 to March, 2005***

**Tech Writer – Unocal Corporation, Manager: Ramee Jordan**

* Documented internal IT and Standard Operating Procedures (SOPs) at Unocal, Sugar Land. Developed and maintained business process flow documentation in preparation for Sarbanes-Oxley audit.
* Developed internal system manuals including the Cisco Security Agent Process Manual.
* Used Visio for cross-functional diagrams and system processes. Maintained file management using Live Link, a file database storage system similar to EDMS. This storage area implemented NAS technology and had remote access via virtual private networking (VPN).
* Maintained a portal newsletter intranet site using a web builder type portal similar to Share point with an SQL backend.
* Tools used:
	+ MS Word 2003, with style formatting for manual development
	+ MS Word Template development with special hotkeys using Auto text
	+ MS Visio for workflow processes

***Golden Ink (Eight Month Contract) Nov 2003- June 2004***

**Tech Writer- Golden-Ink, Manager: Renata Golden**

* Developed courseware training modules for the Hewlett Packard Corporation for data storage solutions such as storage area network (SAN) technologies.
* Developed and documented training modules using MS word and PowerPoint. Used Excel to provide data implemented in the documentation.
* Tools used:
	+ MS Word 2003, with style formatting, template development with special hotkeys using Auto text
	+ MS Excel Spreadsheet tracking, with completion and dates received and review outstanding
	+ MS Visio for workflow processes
	+ MS PowerPoint for instructional presentations

***Rare Earth Communications (Self Employed) July, 2003 to Nov 2003***

**Buyer/Seller restored automobiles**

* Identify and purchase automobiles with “potential”, restore, paint, & bring back to life and then place on market.

***Hewlett Packard (Seven Month Contract) Jan - July, 2003***

**Tech Writer- C-TREC, Manager: Renata Golden**

* Development of courseware projects for the Hewlett Packard Corporation.
* Training modules were developed and documented using company branding
* Edited, scheduled deadline reviews consistent with Hewlett Packard guidelines.
* Tools used:
	+ MS Word 2003, with style formatting
	+ MS Word Template development with special hotkeys using Auto text
	+ MS Excel Spreadsheet tracking, with completion and dates received and review outstanding
	+ MS Visio for workflow processes
	+ MS PowerPoint for instructional presentations

***Wisemen Consultants (Two Month Contract) Oct - Nov, 2002***

**Tech Writer-Wisemen Consultants, Manager: Juhi Ahuja**

* Provided software documentation for WiseTrak, a database retrieval system and for a database utility manager, a programming tool for developers. (MS Word, MS Paint for graphic capturing)
* Formulized a template for the eGate IQ Monitor. Developed user guide for a database error tracking utility.

***Schlumberger (Nine Month Contract) Feb 20, 2002 to Oct 1, 2002***

**Tech Writer - Inquest Staffing, Manager: Vickie Rairden**

* Developed/Documented core business and IT workflow processes at Schlumberger. For example, one was change management.
* Enhanced visual fundamentals with Visio to show workflows and processes for several of the management processes, such as asset management module.
* Created file management using Project.net, a file database system similar to Documentum and Live link.

***Enterprise Products (Three Month Contract) Sept 2001 to Nov 2001***

**Tech Writer- Magic/Data Staffing Center, Manager: Patricia Selmo**

* Completed Helpdesk online end-user manual used for Enterprise IT department using MS Word, Paint shop Pro and Visio.
* Created Macros in MSWord template used for the project. Developed setup and configuration of various software packages used by internal Oil and Gas personnel.

**Permanent Work History:**

***Scientific Drilling International, Houston (Contract to Perm) Jan, 2012 to Nov, 2014***

**Technical Writer/Instructional Designer, Manager: Jason Dwyer**

* Enhanced productivity and decreased TIRR rates by developing LWD, MWD, Gyro, and Directional Drilling user training manuals for
* Bottom Hole Assemblies (BHA).
	+ Effectively distributed/scheduled content to SME’s for review, obtain changes and update content.
	+ Streamlined information/security seeking with a web knowledge base for IT hosted on MS SharePoint using RoboHelp uploaded to
* SharePoint.
	+ Created knowledge retaining eLearning modules and publish to HTML5 (or whatever) on Litmos Learning Management System
* (LMS). Tools used:
	+ Adobe Captivate 9
	+ Adobe Cloud (Photoshop, Illustrator, Bridge, InDesign)
	+ Office 2013 (Word, PowerPoint, Excel, Visio)
	+ Adobe RoboHelp

***Aesbus Knowledge Solutions 1998 to August 2001***

**Technical Writer/Pc Tech**

* Provided end-user (consumer) service guides, installation cards, posters, hood labels and other deliverables used by Compaq Computer Corporation.
* Maintained and organized files using Documentum. Used Frame maker and Adobe graphic software.