

# Dr. Robert J. R. Rockwood—Technical Communication

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## Contact

P. O. Box 421548

Atlanta, GA 30342-8548

- Phone: 404-255-9235
- E-mail: [rockwood@mindspring.com](mailto:rockwood@mindspring.com)
- Website: <http://www.rjrrockwood.com>

## Position Sought

Contract or permanent senior technical writing position in greater Atlanta metro area.

## Formal Education

<b>B.A.</b>	English and German	University of Miami, Coral Gables, FL
<b>M.A.</b>	English and Russian	University of Miami, Coral Gables, FL
<b>Ph.D.</b>	English and Linguistics	University of Florida, Gainesville, FL
—	Historical Linguistics (Germanic)	University of North Carolina, Chapel Hill, NC

## Foreign Language Background

<b>Classical</b>	Greek, Latin
<b>Medieval</b>	Gothic, Old Norse, Old English, Middle English, Middle High German
<b>Modern</b>	German, French, Icelandic, Russian

## Partial Summary of Accomplishments

- Configuring Webworks Quadralay template to convert Adobe FrameMaker documents to perfect HTML online. Certified by Quadralay as a "WebWorks Wizard." Created single-source documentation system for Revenue Technologies; and Mentisys (contract—FineLines Unlimited).
- Writing HTML documentation for the NCR Web Global Troubleshooting System (WebGTS) and Windows online help documentation for the NCR 7875 Scanner/Scale (contract—The Registry).
- Designing and constructing RoboHELP and HTML help systems for hotel and airline revenue management systems.
- Writing Quick-Start Manual for InternetMCI (contract—ProEdit).
- Writing proposals in financial systems, health care, electronic imaging, transportation, communications, law enforcement, system management, system migration, and computer maintenance.
- Writing user guides, installation guides, and operation guides for library, financial services, and revenue management and pricing software; and aerospace high technology hardware.
- College and university teaching and research in literature, language, and linguistics.

## Tools

- MS Word and other Microsoft Office applications
- RoboHELP, RoboHTML; HTML (Using both raw coding as well as various editors)
- Adobe FrameMaker; Quadralay WebWorks Publisher Professional (v 2000, 6.x, and 7.x)
- Standard graphics packages (such as Visio, Corel Draw, PhotoPaint, PaintShop Pro)

## Affiliations

- Phi Beta Kappa Honor Society
- Senior Member, Society for Technical Communication (STC)

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## Industrial Employment—1978 to 2002

### RTC 5/00–1/02      Revenue Technologies Corp., Atlanta, GA 30346

- **Senior Documentation Engineer**—Designed and constructed a single-source documentation system. Using Adobe FrameMaker 6.x and Quadralay WebWorks Publisher Pro 6.x and 7.x, configured a conversion template that generated a perfect HTML system from which the user could also print a useable PDF version of the online help. This pricing software documentation granted an Award of Excellence from the STC.

### Talus 3/98–4/00      Talus Solutions Inc., Atlanta, GA 30337-5609

- **Technical Information Developer**—Designed and constructed web-based and RTF help systems. Writing online and hardcopy Talus Revenue Management software documentation for airlines such as Japan Airlines, Delta, America West Airlines; motels such as La Quinta and Drury; plus various internal component manuals. Tools are FrameMaker, RoboHELP, and HTML (raw coding or using an HTML editor). This is a high-pressure environment in which speed is as important as accuracy.

**Note:** Talus is the world leader in revenue management. Its software is used by major airlines, large hotel chains (Marriott), amusement parks (Disney World), cruise lines (Carnival), and all rental car agencies except Hertz.

### NCR 7/96–3/98      NCR, Duluth GA 30096

- **Knowledge Engineer, Knowledge Engineering Group, Retail Global Support Center**—Contract position. Wrote HTML case base documentation for the NCR Web Global Troubleshooting System (WebGTS) using Hot Metal Pro 3.0, and other writing and editing assignments as required.
- **Document Engineer, Information Products (IP), Retail Service Group**—Contract position. Created Windows online help system for the NCR 7875 Scanner/Scale. Converted and updated previous release paper documentation from Ami Pro to Windows Help using RoboHelp for Win95 and MSWord

### Unisys 9/88–5/96      Unisys Corporation, Norcross GA 30092

- **Consultant, Information Services**—Served as lead (“document manager”) in the Unisys Southern Region Bid & Proposal Center. Edited, collated, and wrote responses to private and public sector RFPs and RFIs in health care, electronic imaging, financial systems, transportation, communications, law enforcement, system management, system migration, and computer maintenance. Analyzed proposal format and response requirements and customized format template for each project. In addition to proposals, other writing assignments included *Interdoc Air Freight Reference Guide* for Intertrans Corporation; *Unisys Quality Manual*; and *Unisys Information Services Group (ISG) Public Relations RFP*.
- **Senior Product Information Analyst** —Product Information Department—Wrote software documentation for Unisys 700 and 800 Level V Series Large Commercial Bank Item Processing (IPS) System. Coordinated trouble reports for all IPS documentation. Maintained entire library of Project for Automated Library Systems (PALS) software documentation. Developed new manuals using Information Mapping (IMI) techniques. Performed all aspects of PALS production cycle from research and writing to desktop production of camera-ready copy. Wrote proposals, documented KPMG financial software online. Documented Strategic Plan for all units of Unisys General Business ABU. Prepared General Business ABU application for the Unisys Chairman’s Total Quality Award. Prepared updates to TMS documentation (imaging software that runs on a Unisys DP 500 sorter). Served as project leader for proposals and for revisions of third-party software documentation to Unisys standards.

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## **Lockheed 12/78 – 8/88 Lockheed-Georgia Company, Marietta, GA 30063**

- **Associate Editor, Technical Periodicals, Customer Training Department**—Selected, prepared, edited, and originated articles for three monthly newsletters, a quarterly service magazine, and other publications as required; edited and prepared book camera-ready copy for submission to publisher; coordinated with other groups or departments to obtain ideas and drafts of new articles, and obtain art references and photos; produced reports showing status of prospective articles; maintained mailing lists. For 14 months, as Acting Art Director, did graphic design, line art, layout, and paste-up of final camera-ready copy.
- **Supervising Editor, Training Publications, Customer Training Department**—Supervised 2 assistant editors and 3 word processor operators in preparation, production, and reproduction of training publications; coordinated and assigned work tasks; set and maintained editorial standards; prepared cost quotations, manpower forecasts, and other reports as required; checked timecards for accuracy of labor charges, and maintained time sheets.
- **Chief Technical Editor, P-3 Publications, Government Product Support**—Supervised 3 technical editors; performed literary, technical, and quality control editing to Navy P-3 service manuals; set editorial standards; prepared Technical Manual Instructions for various types of manuals; devised strategies for meeting federally mandated readability requirements. [Lockheed-California]
- **Manuals Engineer, Senior, Publications Development Department**—Updated manuals for C-5A, C-130, L-100, and C-141 aircraft; planned illustrations and developed procedures on basis of engineering drawings, reports, and vendor data. Wrote the 5th revision of C-5A Power Plant Manual, T.O. 1C-5A-2-4.
- **Administrative Analyst, Illustrations, Editing, and Publishing Department**—Edited full range of Lockheed-Georgia aircraft manuals, checklists, and job guides in accordance with applicable specifications; devised and applied computer phototypesetting macros, formatted text for computer typesetting using Standard Generalized Markup Language (SGML) coding; supervised word processor operators and manuals copy arrangers; reviewed final camera-ready copy for completeness and accuracy.

## **Formal Industrial Training**

**Lockheed**—Minicomputer Basics I (20 hrs); Minicomputer Basics II (28 hrs); Blueprint Reading (50 hrs).

**Unisys**—A/V Series Large Commercial Bank Item Processing System (80 hrs); A/V Series Large Commercial Bank Item Processing System Fine Sort and Bulk Filing Modules (32 hrs); AIB Accelerated Principles of Banking (15 hrs); CBT Seminar (24 hrs); Shelley CBT Authoring Language (5 hrs); ADC Process (80 hrs); Documentation User Interface Seminar (8 hrs); Software Technical Research Skills (16 hrs); Document Inspection Procedures (2 hrs); Designing Online Documentation (12 hrs); Information Mapping Seminar (40 hrs.)

**Talus**—Front Runner Training: Quadralay WebWorks Publisher 2000 (24 hours)

[Course in how to configure the Quadralay template to convert FrameMaker documents to HTML web format.]

## **Academic Employment—1964 through 1978**

Taught History of English Language; Advanced Grammar; Chaucer; Survey of Medieval Literature; Survey of American Literature since 1865; Sophomore Survey of Literature; Sophomore Humanities Survey; Freshman Composition; Honors English; Business Communications; Remedial English; First- and Second-year Russian.

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- 9/75–11/78**      **Assistant Professor**  
Department of English  
Georgia Institute of Technology, Atlanta, Georgia 30332
- 9/74–6/75**      **Assistant Professor**  
Department of English  
Florida Keys Community College, Key West, Florida 33152
- 9/72–6/73**      **Interim Assistant Professor**  
Department of Humanities  
University of Florida, Gainesville, Florida 32607
- 9/64–6/69**      **Assistant Professor of English and Russian**  
Humanities Division  
Florida Southern College, Lakeland, Florida 33802

## Scholarly Presentations and Publications: Chronological Listing

- Rockwood, Robert J. R. "Esoteric Alchemy as a Tool in Literary Criticism," Medieval Institute Round Table Lecture, Western Michigan University, Kalamazoo, 1973.
- \_\_\_\_\_. "Psychoanalytic/Alchemical Reading of *Sir Gawain and the Green Knight*," Medieval Conference, Western Michigan University, Kalamazoo, 1975.
- \_\_\_\_\_. "Esoteric Alchemy," Modern Language Association Seminar in Alchemy and Literature, New York, 1975.
- \_\_\_\_\_, and Peter J. McGuire. "Dream Analysis in the Composition Course: An Attempt to Overcome the Form/Content Dichotomy," Illinois State University Conference on the Teaching of Writing, 1977.
- \_\_\_\_\_, and Heidi M. Rockwood. "Symbolism of Meckel's *Der Löwe*," Kentucky Foreign Language Conference, 1978.
- \_\_\_\_\_, and Gretchen Schulz. "In Fairyland, Without a Map: Connie's Exploration Inward in Joyce Carol Oates' 'Where Are You Going, Where Have You Been?'" *Literature and Psychology*, XXX (1980), 155-167.
- \_\_\_\_\_, and Heidi M. Rockwood. "Psychological Reality of Myth in Thomas Mann's *Tod in Venedig*," *The Germanic Review*, LXX (1984), 137-141.
- \_\_\_\_\_. "Readability from the Perspective of Historical Linguistics, *Proceedings of the 31st International Technical Communication Conference* (Seattle, April 1984), RET-15 – RET-18.
- \_\_\_\_\_, and Heidi M. Rockwood. "Alchemical Imagery in Gerhard Hauptmann's 'Und Pippa Tanzt,'" *South Atlantic Review*, LXII (1987), 25-37.

## References

Ms. Lorie Turner, RTC	770-551-0700	<a href="mailto:lturner@revenue-tech.com">lturner@revenue-tech.com</a>
Dr. Robert Cannon, CAS	770-399-8000	<a href="mailto:bob.cannon@cas.com">bob.cannon@cas.com</a>
Mrs. Leslie Wallace, Finelines Unlimited	404-237-7114	<a href="mailto:mlesliewallace@mindspring.com">mlesliewallace@mindspring.com</a>
Mr. David Brainard, BMC Software	404-495-9579	<a href="mailto:davbrain@mindspring.com">davbrain@mindspring.com</a>
Ms. Christine Heller, Unisys	770-368-6205	<a href="mailto:christineheller@unn.unisys.com">christineheller@unn.unisys.com</a>
Mr. Charles Gale, Lockheed-Martin (Ret)	770-993-5351	<a href="mailto:thegales@bellsouth.net">thegales@bellsouth.net</a>
Dr. Peter McGuire, Georgia Tech	404-894-7491	<a href="mailto:peter.mcguire@lcc.gatech.edu">peter.mcguire@lcc.gatech.edu</a>

