

WALTER S. (Skip) MENDLER

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SUMMARY

Creative, knowledgeable, and experienced writer, presenter, and trainer, efficient and thorough, with stellar communication skills in a variety of media. A quick learner with an inquisitive mind, a knack for asking the right questions, and a flair for adapting paradigms to fit new circumstances. Equally comfortable in self-directed or team settings. Sensitive to group dynamics, process-savvy, analytical and perceptive.

INDEPENDENT CONSULTING

Since 1999, offering a variety of business communications and creative consulting services for businesses, nonprofits, and political groups including: computer training/consulting, webpage design, marketing/publicity campaigns, press releases, technical writing, etc.

PROFESSIONAL EMPLOYMENT

SKILLSURVEY, INC., Wayne PA 2002-2008

Customer Service/Sales Support/Trainer/Administrative Assistant

Responsible for prompt accurate resolution of technical issues encountered by users of SkillSurvey's online reference checking service; also for in-field sales force.

- Wrote user documentation and training materials; designed and conducted sales demonstrations and end-user training sessions online using GoToMeeting and WebEx.
- Assisted in writing/designing patent application, grant applications, business plans, investor presentations, marketing materials, etc.

DENDRITE INTERNATIONAL, INC., Bethlehem PA 1994-2002
(Formerly CorNet International, Ltd., Stroudsburg PA)

Documentation and Information Specialist (1995-2002)

Responsible for creation of end-user documentation and training materials for proprietary Sales Force Automation software, including administrative/analytical tools; also internal documentation and training.

- Created, edited, and delivered consistently high-quality user documentation and training materials on or ahead of schedule, enhancing the efficacy of training and reducing help desk call volume. Worked closely with internal subject matter experts and with client personnel in the design and execution of materials.
- Designed curricula for training events. Conducted and facilitated training, for both clients and employees, resulting in high trainee satisfaction.
- Redesigned document templates for software manuals and training materials, improving readability and reducing printing costs for clients.

- Designed, implemented, and conducted extensive internal training program in aspects of Total Quality Management (TQM), covering process design, documentation, meetings, and flowcharting. Designed document templates, forms, databases, and other tools for management of processes and documentation. Coordinated internal audit program and conducted internal audits. As a result, TQM concepts became part of the company's culture, processes were improved, and customer satisfaction rebounded.

Help Desk Analyst (1994 - 1995)

Responsible for resolution of computer-related issues for client sales force personnel.

- Answered end-user questions for client sales force personnel, reducing downtime.
- Tracked issues and followed through to resolution, improving turnaround statistics and maintaining high customer satisfaction.
- Wrote operational procedures, improving internal help desk operations.

INFORMATION EXPRESS, Palo Alto, CA 1992-2000

Internet Researcher and Beta Tester (1994-2000) (part-time)

Using the Internet, researched business opportunities for leading document delivery company; participated in beta-testing program for company's Web-based services.

- Set up initial testing workflow, designed bug-tracking database, maintained bug-tracking statistics, and delivered weekly reports, enabling development and initial launch of Web-based document ordering applications.
- Researched Internet resources to identify marketing opportunities and orient employees to the Internet in the early days of its commercial use, bringing company up-to-speed on the Internet's potentials.

Document Delivery Specialist ("Runner") (1992-1994)

Responsible for locating and photocopying requested articles from scholarly and research journals. Consistently fulfilled document delivery requests, with high accuracy & efficiency.

EDUCATION

Harvard College, Cambridge MA
AB, Classics (Latin)

TECHNICAL/COMPUTER SKILLS and CERTIFICATIONS

- Brainbench.com Certification in Written English, Master level (transcript 4583001).
- Competency in using and training most common business productivity, presentation, webpage design and page layout software, including Microsoft Office applications.
- Operation/maintenance of: desktop publishing and printing equipment, including high-speed copiers; FM radio broadcast facilities, both in-studio and remote; video equipment, including video cameras and editing software.