

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

Offering a variety of business communications and creative consulting services including computer training and consulting, webpage design, marketing and publicity campaigns, technical writing, procedure manual creation, etc., for businesses, nonprofits, and political groups since 1999; full-time since 2002.

Recent clients include Stonehill Consulting, SkillSurvey, Inc., the Wayne County Community Foundation, and the Public Libraries of Wayne County.

PROFESSIONAL EMPLOYMENT

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

1994-2002

Documentation and Information Specialist (1995-2002)

Responsible for creation of end-user documentation and training materials for proprietary Sales Force Automation software, including Home Office administrative and analytical tools. Also had responsibilities for 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)

Resolved 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 and 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, and page layout software packages, including Microsoft Office applications (Word, Excel, PowerPoint, Access, VISIO, FrontPage), Doc-to-Help, PageMaker, Paint Shop Pro, SnagIt, and Acrobat
- Basic web page design and coding (HTML). Experience with Dreamweaver and Contribute.
- Operation and maintenance of desktop publishing and printing equipment, including high-speed copiers
- Operation of FM radio broadcast facilities, both in-studio and remote
- Operation of video equipment, including video cameras and editing software