

## Alan Williams

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### Summary

- TESOL Certificate
- MA in Applied Linguistics
- Excellent written and verbal communication skills
- 10+ years experience writing user manuals in the high-tech industry
- Versatile and adaptable

### Education

Global English  
Exeter, U.K. 2006  
Certificate of Educational  
Studies in TESOL

University of Ottawa  
Ottawa, Ontario 1992  
M. Arts—Applied Linguistics  
(Translation)

University of Regina  
Regina, Saskatchewan 1989  
B. Arts—French

### Languages

Mandarin: Beginner  
French: Fluent  
German: Beginner

### Technical Skills

- Apple Macintosh and IBM PC-compatible platforms; some UNIX
- Adobe FrameMaker, Adobe Acrobat, Adobe Illustrator, MS Windows, MS Word, MS Excel, MS PowerPoint, some HTML

### Achievements

- Earned a Certificate of Educational Studies in TESOL in September 2006 from Global English in the U.K.
- Earned a Master of Arts—Applied Linguistics (Translation) from the University of Ottawa in 1992.
- In my technical-writing career, my responsibilities have been focused on teaching people how to use our products, so there has always been a strong educational element to my work.
- I have demonstrated a strong proficiency in using the Web as a resource for lesson plans and teaching materials.
- I am at a beginner level in Mandarin.
- I speak French fluently and German at a beginner level.
- Through personal experience, I am well-acquainted with the process, effort and difficulties involved in learning a foreign language. I have lived and studied both in France (city of Rennes, 1993) and in Germany (city of Magdeburg, 1997).
- I am a certified member of the Association of Translators and Interpreters of Saskatchewan (ATIS), which in turn is a member organization of the Canadian Translators, Terminologists and Interpreters Council (CTIC)

### Work Experience

1999–2005 **Sun Microsystems, Inc.**  
(*Menlo Park, California. USA*)

Technical writer working with various groups (engineers, designers and marketing) to produce end-user documentation.

- Produced user manuals, quick-start guides, warranty cards, product notes and technical white papers (both paper and CD format).
- Reviewed and edited data sheets and press releases for the Marketing group.
- Oversaw translation projects for localized versions of our documents, working with our translation vendor.

1995–1999 **Nortel Networks**  
(*Ottawa, Ontario. CANADA*)

Technical writer producing bilingual (English, French) documentation.

- Provided technical writing and translation services to support the department's innovative, high-quality documentation services.
- Performed editing duties as needed