

# Robert Andrew Drummond,

303 De la Seigneurie Blvd, Winnipeg, MB, R3X 1T7, Cell: 204-396-6765

E-mail: drummondra@gmail.com

## PROFESSIONAL PROFILE

Communications professional with leadership and training experience. At ease working in high intensity technology environments. Demonstrated experience writing, reviewing and editing web based technical manuals, user guides and online help systems.

- **Leader.** Supervised an international team of technical and specification writers. Created and developed international marketing campaigns. Organized, presented demonstrations at International software trade shows.
- **Writer.** Demonstrated experience researching and authoring help systems, training manuals and other documentation in the IT and manufacturing sectors.
- **Trainer.** Comfortable and confident teacher with experience in program development, manual design, and the development of online educational software in multi-lingual environments.

## WORK EXPERIENCE

**Technical Writer / Trainer, Westman Group Inc., Winnipeg, Manitoba**

**March 2013 to Present**

Work with corporate stakeholders to develop and deploy new and existing web-based documentation for **Westman Group Inc., (Canada Culvert, Meridian Manufacturing, Behlen Steel, Westman Steel)**. Developed web based content management help and training system. Write and edit administrative, procedural and training content for internal systems. Advise on corporate documentation strategy for **EMS, MRP and CMS Systems**.

**Technical Writer, Buhler Versatile, Winnipeg, Manitoba,**

**Jan 2011 to March 2013**

Research, designed and authored operator / owner manuals for a series of large articulated agricultural tractors including tracked version, dealer delivery instructions and dealer product notices. Created style guide for technical publication section. Developed publishing procedures implementing Adobe InDesign books. Re-purposed existing PDF technical manuals for publication, as well as produced original text and artwork.

**Software Consultant, Evermore Software, Wuxi, Jaingsu, China**

**Aug 2000 to Apr 2010**

Trained and supervised a team of 12 technical / specification writers for the world's largest single project Java development team (450 + Programmers) leading to deployment of customized Java based word processing, spreadsheet and presentation systems. Wrote and edited online and offline help systems, training packages, user guides and product updates for translation into Chinese, Arabic, French and Spanish. Represented **Evermore Software** at international software trade shows and negotiated software development partnerships in Africa, Asia, North America and Europe.

**Program Director, UNEVOC Canada, University of Manitoba, Winnipeg, Manitoba**

**1999 to 2000**

Recruited and placed sixty Canadian interns in overseas positions sponsored by the **Department of Foreign Affairs and International Trade**. Developed budget and project proposals leading to \$200,000 in federal grants. Developed communication strategy to recruit Canadian interns and identify overseas internship positions. Wrote internship policy manual and training material. Delivered two week internship training seminar prior to intern deployment. Supervised distribution of internship funds. Assisted in arrangement of living accommodations, banking services and overseas community support.

**ESL Instructor, Shenyang Electric Power Institute (SEPI), Shenyang, Liaoning China**

**1998 to 1999**

Helped start Red River College's joint venture project with the **Shenyang Electric Power Institute in Shenyang, China**. This was a private school associated with **Liaoning University** working in partnership with **Red River College**. Responsible for teaching 20 hours a week of course work to Chinese students ranging from 16 to 21 years of age. Oversaw development of computer assisted learning library.

**Senior Executive Assistant, Manitoba Provincial Liberal Caucus, Winnipeg, Manitoba**

**1995 to 1998**

Reporting directly to the caucus, responsible for administration and the day to day political activities of the Provincial Liberal Party inside the Manitoba Legislature. Researched new and existing legislation, wrote policy manual, press releases and other documentation for both internal and external use. Authorized to speak directly to the media.

**Robert Andrew Drummond,**  
**171 Havelock Ave, Winnipeg, MB, R2M 1H6, Cell: 204-396-6765**  
**E-mail: drummondra@gmail.com**

**Transport Officer, Canadian Armed Forces**

**1981 to 1993**

Commissioned from the ranks after training as weapon technician. Completed Officer training (logistics specialty) and awarded Queen's Commission (1990). Commanded units from platoon to company size, attended and worked as planning staff for company, battalion and divisional size exercises. Completed staff officer training.

## **EDUCATION**

- **M.A.** (Political Studies: Technology, Campaigns and Elections) **University of Manitoba, 1997**
- **Diploma** (Intermediate French) **University of Quebec, 1992**
- **Queen's Commission** (Logistics Specialty) **Canadian Armed Forces, 1990**
- **B.A. (Hons.)** (International Relations, Russian Language) **University of Manitoba, 1985**

## **TECHNICAL SKILLS**

- **HTML • XML • DITA • ADOBE LIVE CYCLE • INDESIGN • SQL • JAVA • DREAMWEAVER • PAGE MAKER**
- **ILLUSTRATOR • PHOTOSHOP • FRAME MAKER • ROBO HELP • CAPTIVATE • MADCAP FLARE • JOOMLA**
- **WORD PRESS • GOOGLE ANALYTICS • MICROSOFT PROJECT • ENTERPRISE MANAGEMENT SYSTEMS**

## **LANGUAGES**

- **English:** Fluent Native speaker.
- **Chinese:** Functional in workplace and business environments. As the only foreigner working for a Chinese software company for over 10 years I learned to apply the principles Chinese business culture and was later recruited by Cartus International to develop orientation seminars for senior executives relocating to China.
- **French:** Functional in workplace and business environments. After studying French in high school, I attended the **École internationale de Français** in Quebec as part of my military training, receiving an intermediate diploma in French. I have traveled widely in Europe.

## **VOLUNTEER EXPERIENCE**

- **Member Service Battalion Senate;** Volunteer organization that supports a small museum devoted to preserving the history of Combat Service Support units in Canada. Create web page and online store.
- **Volunteer English Facilitator: 2014 / 2015** Work with new immigrants to improve English language skills.

## **REFERENCES**

Available on Request.