



# Matthew Milam

✉ milam.matt@gmail.com

📞 (940) 300-5871

🌐 <http://www.firebrandcreations.net/professional.html>

🌐 <https://www.linkedin.com/in/matt-milam-410252139/>

## OBJECTIVE

To find a career in Technical Communications or Graphic Design.

## EXPERIENCE

### The Pinnacle Corporation

Senior Technical Writer/Trainer

2006-2017

- Develop and provide documentation and client training on 9 products.
- Mentor and assist writers in documentation theory and department templates.
- Develop graphics for documentation/training resources.
- Responsible for special projects and development.
- Research and report on trends in the Technical Communication field.

#### Accomplishments

- 1 x Employee of the Quarter.
- 1 x Employee of the Year.
- Ranked as one of the top employees in the company for employee bonus payout.
- Proposed, researched, designed, developed, and implemented Pinnacle's Learning Center. <http://elearning.pinncorp.com>
- Worked on a team developing an Agile process to replace a SDLC Water flow model.
- Researched and implemented single-sourcing using Adobe Robohelp.
- Developed documentation template for "How Do I" task based documentation.
- Proposed and developed online training model.

### Nelson Treatment Center

Resident Counselor

2004-2006

- Administer therapeutic intervention to help children establish healthy life goals.
- Worked with team to ensure therapy plans were applied consistently and correctly.

### UNT Housing

Resident Assistant / Maintenance Supervisor

2002-2004

- Responsible for resident safety and university involvement.
- Received awards for diversity and exceptional performance.
- Managed a 10-20-person crew.

### Abbott Labs

Informational Services Intern

2000-2002

- Responsible for computer maintenance and repair, as well as special projects.
- Received 2 letters of recommendation and commendations.

## EDUCATION

### University of North Texas

2000-2004

- General Studies with fields of Computer Science, Technical Writing, and Psychology.
- Certified Technical Writer.

## SKILLS/SOFTWARE

Captivate:	●●●●○	Acrobat:	●●●●○	Agile Methodologies:	●●●●●
Photoshop:	●●●●○	Word:	●●●●●	LMS Administration:	●●●●○
Robohelp:	●●●●●	Excel:	●●●●●	Graphic Design:	●●●○●
PowerPoint:	●●●●●	Outlook:	●●●●○	Training:	●●●●●
Visio:	●●○○○	IT Knowledge:	●●●○○	Technical Writing:	●●●●●
Moodle:	●●●●○	E-Learning:	●●●●○	Mentorship:	●●●●○
MS SQL:	●●○○○	MicroStrategy BI:	●●●●○	Business Intelligence:	●●●○○
HTML:	●●●○○	PHP:	●●○○○		