

**Andrew Cornell** Cell 208.340.4580

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## **Engineering and Technical Operations Information Design**

Specialize in information design of custom materials for the User. Background in electrical and electronic circuit design theory and application. Experience creating and interpreting engineering schematics, drawings, diagrams, assemblies, equipment drawings and vendor manuals. Able to create process diagrams and information graphics based upon information from data analysis, legacy guides, drawings, and informative interviews with SMEs. Expert in Product Support with 43 credits applied toward a Masters degree in Technical Communication with domain knowledge in electronics and electrical engineering. Inside and Outside sales experience.

## **Services Offered in Genre and Media**

- Services**
- Information and graphic design for audience, purpose, context
  - Technical writing and editing - self and collaborative
  - Technical Editing of Cascade Style Sheets (XHTML,HTML)
  - Review and analysis of documentation for audience, purpose, context
  - Subject Matter Expert interviewing
  - Oral presentation - self and collaborative
  - Instructional training over-the-phone and in-person
  - Print and on-line production methods and distribution

**Genres and Media** Create and revise information documents: proposals, user guides and manuals, troubleshooting aids, web sites, step-by-step instructions and procedures, on-line help systems, SOPS, articles, posters, tech bulletins

## **Methods in Information Design**

- Design informative documents from schematics, drawings, diagrams that involve: electrical and electronic circuits, chemical processes, instrumentation, sensors, pneumatics, mechanics
- Extract and revise legacy information and documents into troubleshooting aids, step instructions and procedures, user guides and reference guides, operations manuals, online materials, and web pages
- Describe and illustrate complex concepts from information sources like drawings, legacy documents, interviews with SMEs
- Convert Legacy Documents to State-of-the-Art in print and online with the latest Digital Design Tools

## **Support Capabilities**

- Document Management**
- Oracle and Access database management
  - Workflow document control through Check In Check Out process
  - Document change management through change order process
  - Expert with data base management of Build-of-Materials (BOM)
  - Modular Document Packages and BOM Kits

- Digital Design Tools**
- Adobe Framemaker, InDesign, Illustrator, Photoshop, Dreamweaver,
  - Flash, RoboHelp, TechSmith Morae Usability Testing software, SnagIt
  - Microsoft Excel, FrontPage, PowerPoint, Word
- Special Abilities**
- Travel to customer sites
  - Publish status reports on web
  - Write procedures to meet corporate policy
  - Provide support in a remote virtual collaborative environment
  - Design information within a variety industrial/commercial environments

## Professional Credentials

Wide range of experience in the research, design, replacement of components, hardware, materials involved with the design, assembly, test, installation, and production of electrical/electronic circuits, assemblies, and auxiliary equipment. Half a decade of experience in PRO-Engineer: 3D packaging assemblies, cable assemblies, electrical/electronic circuits. Product support (Tier 1, Tier 2, Tier3) for remote cellular telemetry.

**Industry Knowledge** Industry knowledge and experience in semiconductor equipment design and manufacturing, energy services product support, aircraft flight test instrumentation design

**Applicable Industry Knowledge**

- Circuit protection devices and hardware used in the design and production of electrical systems
- Engineering and safety codes: NEC, EN, SEMI
- Interlock safety circuits based upon design methods: analog sensors, active discretes, discrete relay interlocks
- Wireless communications

**Corporate Systems Experience**

- Lockheed F16 Fighting Falcon  
Ft. Worth, TX (1988-1993)
- General Dynamics/McDonnell Douglas A12 Avenger  
Ft. Worth, TX (1988-1993)
- SCP Global Technologies Semiconductor Wet Clean Equipment  
Boise, ID (1993-2005)
- Telemetric Remote SCADA Wireless Cellular Telemetry Systems  
Boise, ID (2005-2008)

**Academic Credentials** *MA in Technical Communication*  
Boise State University, Boise, Idaho  
43 credits on graduate record

Electrical Engineering courses in Power Systems Analysis (2003) and Electrical Power Distribution (2002)  
Boise State University, Boise, Idaho

BS in Electronics Engineering Technology  
Oklahoma State University, Stillwater, Oklahoma

**Publications** Instrumentation Specialists Support COAS Research  
Framing Questions for Accuracy and Professional Image  
Get the Lead Out and Take the Lead: Developing P&P for Green Policy and RoHS Compliance  
*Due-Care Approach to Avoid the Normalization-of-Deviance:  
Visual design strategies in Standard Operating Procedures*

**Professional Societies** Society for Technical Communication (STC)  
IEEE Professional Communication Society