

## **ROBERT STEINER**

248-404-8765

[robsteiner01@yahoo.com](mailto:robsteiner01@yahoo.com)

### **PROFESSIONAL SUMMARY**

Rob Steiner is a Web Developer and Communications Specialist with extensive experience in Web site design, Web-based content development, and technical communications. He has worked in all phases of the Software Development Life Cycle, from initial user requirements gathering to the development of systems to their successful deployment to end users. Rob has excellent communication skills, is well organized, personable, technically savvy, and self-motivated.

### **TECHNICAL SUMMARY**

**Languages/Tools:** HTML, XHTML, CSS, JSP, JavaScript, Java, XML, PHP, W3C DOM, RoboHelp, RoboHTML, Homesite, Dreamweaver, Flash, Captivate, Authorware, Fireworks, Freehand, MS Publisher, MS Excel, MS Office, MS PowerPoint, MS Project, MS Word, Visio, Adobe PhotoShop, FrontPage, Adobe FrameMaker, Adobe Acrobat Writer, Authorware, IBM WebSphere Studio, PaintShop Pro, Rational ClearCase, Rational ClearQuest, Visual SourceSafe, MovableType, NetMeeting

**Databases:** MS Access, MySQL

**Environments:** IBM/PC Compatible, Windows 95, Windows 2000, Windows XP, AS/400, Mac OS

### **PROFESSIONAL EXPERIENCE**

#### **Kmart/Sears Holdings Corporation**

December 2000 – Present

#### **Web Developer/Communications Specialist**

- Designed Web-based information and communication delivery systems, from the gathering of user requirements to the content development to the implementation of the systems on the corporate Web servers. Systems include Web-based forms for data collection and delivery through e-mail; Web-Based Training (WBT); online newsletters; HTML help systems and manuals for company software.
- Telecommuted from Atlanta, GA, to the Troy Kmart headquarters from November 2002 to July 2006, all the while receiving stellar reviews from managers and clients. Experienced in using communications technology (Webinars, NetMeeting, etc.) to connect with remote clients and deliver projects on time and according to specifications.
- Managed a Web-based community on the corporate intranet portal ([www.mykmart.com](http://www.mykmart.com)). Approved documents to be published, updated the community's design, transformed documents into Web-friendly formats, and posted news and information about the organization.
- Worked with IT programmers, subject matter experts, and training personnel to resolve issues and questions regarding developed information systems and Web sites.
- Conducted research into current and emerging Web content delivery technologies and issues in support of Web development efforts.

## **PROFESSIONAL EXPERIENCE, continued**

### **Lumara Media, Inc.**

October 2003 – July 2004

#### President/Principle

- Developed Web sites with XHTML, CSS, PHP, MySQL, and JavaScript, all designed to the W3C DOM and common accessibility standards.
- Wrote style guides for Web content development.

### **Flagstar Bank**

October 2000 – December 2000

#### Information Architect

- Gathered customer requirements and wrote specifications documents for the company's Web applications, including user interfaces, site maps, navigation schematics, features, and functions.

### **Compuware Corporation**

August 1998 – October 2000

#### Technical Writer

##### Convergys Corporation, Orlando, FL

- Used RoboHelp to develop online help for a Windows NT billing system.
- Used Adobe FrameMaker to develop task-based user's guides for the billing system.
- Coordinated an international team that maintained and upgraded a divisional intranet site, enabling the division to successfully sell their services to the rest of the corporation.
- Designed graphical user interfaces (GUI) for a Windows billing system. Attended development meetings and advocated "user friendly" GUI designs that produced greater scores on customer satisfaction surveys.

#### Technical Writer/Information Developer

##### Ford Motor Company, Southfield, MI

- Used HomeSite and MS FrontPage to design and maintain the AMC's intranet site.
- Designed and wrote user's guides and Web-based help systems for three MS Access database applications.
- Designed and wrote procedure manuals -- based on ISO 9001 and SEI CMM Level 3 models -- that governed an organization of over 1000 information technology professionals.
- Used MS PowerPoint to develop training materials for database applications and the AMC's internal processes.

#### Proposal Writer

##### Compuware Project Office, Farmington Hills, MI

- Wrote and edited a successful proposal for a multi-million dollar network consulting contract between Compuware and the Detroit Medical Center.

## **PROFESSIONAL EXPERIENCE, continued**

**New World Systems**

August 1995 – August 1998

### **Senior Technical Writer**

- Analyzed and documented end user requirements and developed solutions to meet those requirements
- Designed, wrote, and edited user's guides and online Help for the company's Windows and AS/400 software.
- Managed, trained, and edited the work of a team of technical writers.
- Helped design user interface standards for Computer Aided Dispatch (CAD) software written in Visual Basic.
- Developed training guides for customer service and help desk personnel.

## **EDUCATION**

WESTERN MICHIGAN UNIVERSITY, KALAMAZOO, MI

Bachelor of Science in Journalism, December 1994

GPA: 3.77; Graduated *magna cum laude*

## **MEMBERSHIPS**

- Society for Technical Communication (STC), Senior Member
- Phi Kappa Phi Honors Fraternity