Mario Burgos

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SUMMARY

Experienced Technical Support Specialist with a solid background in technical writing and project management. Expertise in end-user documentation development and delivery. Accomplished customer support professional (troubleshooting, documentation) for HP LaserJet printers and desktop PCs. Familiar with providing support via phone, email, and web (forum, wiki, chat). Exceptional analytical skills. Excellent verbal and written communication skills. Effective time management skills.

- Content Management (XML, CMS)
- Ubuntu Linux – Install, use and maintain, troubleshoot

- Windows95/XP/Vista/7 – Install, use and maintain, troubleshoot
- MS Office, OpenOffice.org

EXPERIENCE

HEWLETT PACKARD   1999 – 2009

Project Manager/Data Entry, *Cupertino, CA* (2004 – 2009)

Responsible for content development, reviewing and documenting SME feedback, providing direction to Technical Writers, and approving final production.

- Directed the Documentation Team effort that analyzed customer feedback and top issue data to provide focused, accurate, and lowest-cost-to-localize print user guides.
- Coordinated reduction of core content with Product Marketing, Consumer Support, Regional Business Units (AP; EMEA; LA; NA), and Commodity Management (Supply Chain) to deliver $2.5M print cost savings.
- Led migration of consumer end-user documentation from print to electronic delivery working across Product Marketing, Consumer Support, and R&D organizations to plan, design, and deliver electronic documentation.
- Analyzed and improved content request process, including integrating sub processes, and developing new tools to provide increased consistency and clarity to content development team.
- Maintained Documentation Team database (MS SQL with Access/Web front-end)

Technical Writer / Content Developer, *Boise, ID* (2000 – 2004)

Created and updated end-user desktop PC hardware and software documentation. Work included How-to, Troubleshooting, and Reference documentation. Development required understanding and translating SME-produced content for end-users. Copy Editor and Developmental Editor responsibilities as required by workload, and as backup to lead Editor.

- Improved end-user documentation and increased customer satisfaction using end-user feedback and usability studies.
- Developed content using XML (XMetaL) and published via a CMS (Documentum with web front-end).

LaserJet Support Specialist, Boise, ID (1999 – 2000)

Provided technical troubleshooting via phone and email for commercial LaserJet customers. Nominated to Product Champion for LaserJet 8500 (advanced support specialist) after three months.

- Learned top issue, and basic troubleshooting quickly.
- Helped improve support content via regular feedback to Documentation Team.
- Product Champion status required increased responsibilities such as mentoring new agents, and handling higher tier customers.

EDUCATION

B.A. English, Eastern New Mexico University (1999)
  Minors in Spanish and Theater.
  Coursework included Technical Communication, and introductory
  Computer Science classes.

COMMUNICATION AND LANGUAGES

English (Expert): Over fourteen years combined education and experience in Technical Communication.
Spanish (Intermediate) Fluency in speaking and reading.

REFERENCES

Upon Request.