

Jim Winer

Point Pleasant, NJ
732-899-0804
firebird-pin@comcast.net
<http://Mimidolls.com>

Website Designer / Web Content Writer/ Business and Technical Communicator Systems Analyst / System Engineer

Mr. Winer has extensive and successful experience as a System Analyst, System Engineer, and general problem solver in computer-intensive communications systems. Mr. Winer uniquely blends a broad perspective with in-depth experience and technical knowledge. He has shown he can bring difficult tasks to a successful conclusion. He strengthens a management or project team with his ability to see the broad business picture and at the same time understand the technical details and appreciate the technical risks involved. He has often served in a problem-solving role, where his analysis and abstraction skills help him to identify problems before they occur and resolve them quickly with minimum impact.

Employment Highlights

2010-2008	Mimidolls.Com As <i>Web and Communications Consultant</i>
<ul style="list-style-type: none">• Designed website user interface with simplified navigation and large type suitable for the primary cloth dollmaking audience demographic of bifocal age women who are not necessarily comfortable on the web.• Created 500 pages of website content including technical articles, free downloads, glossary and artist definitions, feature articles, subject videos, reference materials, and an online pattern store.• Developed step-by-step illustrated dollmaking instruction booklets (36-210 pages) for readers who may not know how to sew; may not have made a doll before; and may not have English as their first language.• Developed interactive computer video patterns combining text and video instructions.• Developed DVD instructional videos.	
2008-2003 & 2002-1985	AT&T, AT&T Bell Labs, Lucent Technologies, Inc, and Avaya Inc. As contractor through various agencies since 1985.
Recent Projects:	Most recent assignment was from 2003-2008.
<ul style="list-style-type: none">• Designed and developed Job Aids for use in conjunction with the Network Region Wizard for partitioning regional networks. The Job Aids included both step-by-step instructions and Excel worksheets for automated data collection and verification.• Designed portions of the Contract Management Tool for generic tariff pre-sales and post-sales contract processing. Designed work list manager, interfaces to Private Line, Access, and Frame Relay billing systems, and reporting subsystem. Developed technical philosophy for integration of the Contract Management Tool with the Master Agreement system. This business simplification system saved AT&T several million dollars in its first year.• Documented the WorldPartnersSM Trouble Ticket System, Data Services Information System, and Remote Access System including Administration Guides, Administration Training, User's Guides, and User Training. This system won several software quality awards.• Documented hardware installation, software installation, and administration for several AUDIX, Automated Attendant, and Fax Response systems, and developed reference documents, job aids, service training, help systems, and on-line performance support systems for several telephone set and PBX systems including PassageWay[®] TAPI Service Provider for DEFINITY[®], DEFINITY[®] Communication System, PARTNER[®] Communication System, MERLIN LEGEND[®] Communication System, Avaya[®] Communication Manager, Avaya[®] Integrated Management, Avaya[®] Fault and Performance Manager, and Avaya[®] Distributed Office product line.	

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2003-2002	T-Synergy, Eatontown, NJ. (Startup) As direct contractor.
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- Prepared corporate business plans, venture capital funding proposals, and created and managed all marketing proposals.
 - Designed portions of the user interface, and created installation and administration documentation, user documentation, and sales and marketing support materials for the IMPACT® (Integrated Management, Provisioning, And Coordinated Testing) carrier-grade operation support system (OSS) supporting network work-centers for testing and managing mixed H.320 and H.323 video networks.
 - Created use cases, navigation tree test cases, boundary condition test cases, and System Test Plan, and implemented rapid prototype development of tracking system (work list processing state machine) to provide coordinated system testing for the IMPACT Operation Support System and Universal Test and Control Platform.
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Other Experience	Various projects as System Analyst, System Engineer, Developer or Technical Writer undertaken for the following organizations:
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BASF Wyandotte Corporation, IBM, United States Consumer Product Safety Commission, United States Department of Transportation, National Science Foundation, Atomic Energy Commission, Tenneco Chemical Corporation, United States Trust Co. of NY, Roswell Park Memorial Cancer Institute, Loyola University Hospital, Cornell Aeronautical Laboratories, Inc., Washington Area Law Enforcement System (WALEs), Michigan State Law Enforcement Information Network (LEIN).

Special Skills

- **Very Rapid Learning of new products and skills.**
- **Problem Analysis and Abstraction.**
- **Solution Synthesis.**
- **Assessment of Product Features and Operation.**
- **Assessment of Process Operation.**
- **Information Presentation and Training.**
- **Documentation and Supporting Materials.**
 - Business Objectives and Requirements
 - Business Process Analysis
 - Business Process Engineering
 - Process Automation Requirements
 - System Engineering and Design
 - Interface Design
 - Rapid Prototype Development
 - End User Help Systems and Documentation
 - Installation and Maintenance Documentation
 - Formal or Self-Paced Training
 - Interactive Job Aids
 - Sales Presentations and Proposals
 - Marketing Support Materials
 - Website Design and Content Creation

Other Qualifications

Mr. Winer attended Cornell University. He has been a member of the staff at the State University of New York at Buffalo and at Indiana University. He taught classes for the National Science Foundation and for industrial customers.

He has been a member of the Association for Computing Machinery, the New York Academy of Sciences, the Professional Photographers of America, the Advertising Photographers of America, the Society of Creative Designers, the Society for Technical Communication, and Mensa.