

CAROLE HAMILTON

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SUMMARY OF EXPERIENCE

- **Website developer, writer and information designer** — designed, wrote, developed, and delivered websites, collateral material, advertising content, user guides, and training courses, working as a small-business owner/independent contractor for a wide range of clients.
- **Training director at a major computer corporation** — planned, developed, and taught both management and technical courses.
- **Writer/educator** — wrote technical user guides, developed courseware, and trained customers and technical developers in the U.S. and 4 European countries.
- **Systems programmer** — developed systems software including drivers and diagnostics for computer peripherals and communication equipment.
- **Teacher in private adult school and public high school** — taught math and English to students in Maryland and San Diego.

EXPERIENCE

Website Developer, Writer and Information Designer

Info Design, Owner

Websites: Designed layouts, created graphics, wrote content, and coded HTML, PHP and JavaScript for various sites, for example:

commercial: •dataskill.com •kantarbridge.com •freni-law.com •lucytreasures.com
•okbridge.com •nigelhook.com •regencylimoandsedan.com •camotorcycletours.com
nonprofits: •nawbo-sd.org •ljcds.org •hohf.org •dmcc.cc •sdsic.org •sdarc.org
individuals: •divingturtle.com •kaama.com •joedisciple.com •bichonblitz.com

Collateral Material: Designed, wrote, and published brochures, newsletters, booklets, business-plans, proposals, advertising copy, and corporate identity products for various clients, for example:

commercial: •Dataskill (software services) •Miller, Monson & Peshel (law firm) •ViewPlan (estate planning software) •JC Publishing (retail books) •Honeycutt & Smith (financial services) •NCR Corporate Marketing (large networks) •FirstAid Services of SD (event medical services) •The Brady Company (construction) •SCME (mortgage services) •SDHT (spa services) •Ohio Urological Society (medical association)
nonprofits: •LJCDs (La Jolla Country Day School) •NAWBO (National Organization of Women Business Owners) •SDSIC (San Diego Software Industry Council) •St. Madeleine Sophie's Center (services for developmentally disabled adults).

User Guides: Wrote and designed technical user guides for a diverse group, for example:

commercial: •OKbridge (online help guide for Internet gaming) •AWI (network systems) •Business Geometrics (business intelligence tool) •Compton's New Media (multimedia software) •NCR Corporation (communication software) •Jane Schuck & Associates (legal software) •ARS (retail software) •SuperComputer Solutions (supercomputer systems) •Baker & Taylor (book distributor) •Trade Service Corporation (computer catalogs) •Decom Systems (satellite telemetry systems) •The Del Mar Group (CD-ROM software).

Training: Wrote and taught a variety of courses, for example: •Wrote courseware and taught 5-day network communication classes worldwide for NCR Corporation •Developed course materials for Clear Writing for Lawyers classes at UCSD •Taught Windows software usage to corporate clients at over two-dozen sites.

EXPERIENCE (continued)

Training Director

NCR Corporation

Managed all employee training for the NCR Torrey Pines location.

Developed courseware and taught time management, project planning & management, customer relations, and engineering management classes.

Taught corporate-developed classes to over 800 employees, including technical skills, management skills, career planning, and employee development.

Network Communications Publications & Training Analyst

NCR Corporation

Developed courseware and taught over 30 classes to NCR customers and employees for network design, programming, and software project management in the U.S., Paris, London, Amsterdam, and Scotland. (Average evaluation 8.2 on 1 to 9 scale.)

Wrote user guides about network application programming protocols. (Programming manual selected as writing standard for corporate workbench writer's tool.)

Technical Writer & Course Developer

ITS Corporation & ISSCO Graphics Corporation

Wrote user guides and courseware for computer applications of two start-up companies.

Programmer Analyst

Control Data Corporation

Developed systems software including drivers and diagnostics for computer peripherals and communication equipment.

Teacher

Private adult school and public middle school and high school

Taught math and English to students in Maryland and San Diego.

EDUCATION

B.S. Mathematics w/English minor – *University of Maryland*

Graduate work in computer science – *University of California, San Diego*

Certified course developer and master teacher – *NCR Management College*

Graphic design and document design – *University of California, San Diego*