

Résumé of Bradford R. Connatser

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Work Experience

- 2004–Present **President, WriteNow Communication.**
I operate a technical communication company in East Tennessee.
- 1993–2004 **Publications manager, EPRI PEAC Corporation, a local engineering firm.**
I managed the publications department and up to five employees (depending on the job). I was in charge of all writing, editing, illustration, photography, image processing, layout, and design of reports, serial publications, marketing collateral, and Web sites. I used server-side/client-side scripting and databases to enhance Web sites.
- 1992–1993 **Instructor of English, Maryville College, Maryville, Tennessee.**
I taught English composition, journalism, rhetoric, technical writing, and creative writing.
- 1990–1992 **Instructor of English, Temple University, Philadelphia, Pennsylvania.**
I taught English composition and technical writing.
- 1987–1990 **Electronics Technician, Stephen’s Audio Video Service, Knoxville, Tennessee.**
I repaired electronic equipment while going to the University of Tennessee full-time.
- 1984–1987 **Owner, Video Technics, an electronics service center, Cleveland, Tennessee.**

Education and Training

- 1997–1999 Doctoral Program, Mass Communications/Experimental Psychology, University of Tennessee (4.0/4.0, 23 Credit Hours)
- 1993–2004 Attended the Annual Conference of the Society for Technical Communication
- 1990–1992 Master of Arts in English, Temple University, Philadelphia (3.87/4.0)
- 1987–1990 Bachelor of Arts in English, University of Tennessee, Knoxville (3.91/4.0, Highest Honors, Top 5%)
- 1982–1984 Associate of Engineering Technology in Electrical Engineering Technology, Pellissippi State Technical Community College, Knoxville (3.93/4.0, Highest Honors, Top 5%)

Professional Affiliations

- 1994–Present The Institute of Electrical and Electronics Engineers (IEEE)
- 1994–Present IEEE Professional Communication Society
- 1992–Present Society for Technical Communication, Senior Member
- 1985–Present Certified Journeyman Electronics Technician by Electronics Technicians Association
- 1984–Present Certified Engineering Technician by NICET

Skills

Editing, Writing, Illustration, Photography, Design, and Layout

- Designed corporate Web site for an engineering firm (www.epri-peac.com), as well as sites for other companies and the Young – Williams Animal Center (www.knoxpets.org).
- Served as editor for *Transcript*, the award-winning newsletter for the East Tennessee Chapter of the Society for Technical Communication.
- Served as editor for *StarCruiser*, the magazine for the International Star Riders Association (<http://www.star-riders.org/starcruiser/newstar/default.php>).
- Edited and composed the *Pollution Prevention Adviser*, an award-winning Department of Energy newsletter.
- Edited and composed the *System Compatibility Research News*, an award-winning newsletter.
- Wrote, edited, and/or laid out over 100 technical briefs, technical reports, user manuals, informational brochures, marketing brochures, annual reports, presentations, proposals, and procedures.
- Co-drafted the computer policy for Maryville College.
- Designed and created illustrations for various publications.
- Designed award-winning serial publications.
- Wrote articles and fiction published in various newspapers, newsletters, magazines, and journals.
- Photographed subjects to be included in publications using 35-mm SLR camera, digital camera, and peripherals such as tripods, flood and flash lights, reflectors, and backdrops.
- Digitally processed and composed photographic images.
- Created an award-winning CD-ROM that contained a digital library of technical publications.

Computer Equipment

- **Hardware:** PCs, Macintoshes, color flatbed and slide scanners, fax/modems, digital cameras, color and black-and-white printers, removable hard drives and other media, CD players and recorders, and network equipment
- **Software:** PageMaker, Photoshop, Quark Express, Illustrator, Freehand, Acrobat, Director, Ulead Studio, SoundForge, SAS Statistical Software, SPSS Statistical Software, Word, Access, SQL databases, MySQL databases, PowerPoint, Excel, DirectCD, Peachtree Accounting, QuickBooks Pro, WebCT, various Internet applications
- **Web Software:** HTML, cascading style sheets, site-management tools, CGI scripts, Adobe GoLive, Adobe ImageReady, Adobe ImageStyler, Director, SoundForge, Adobe Photoshop
- **Programming:** Visual BASIC, VBScript (ASP), Perl (CGI), PHP, JavaScript, Jscript, CSS, SQL, Document Object Model (DOM)

Science and Technology

- Documented process for using vibration-analysis equipment to determine the need for maintaining grinding equipment, such as replacing diamond heads and dressing wheels.
- Documented assembly of nano-indenting device for determining the properties of base materials.

- Managed the testing of home-electronic equipment to determine the efficiency of power supplies and created a Web site to present the results:

www.efficientpowersupplies.org

- Troubleshoot electronic equipment for ten years.
- Have an extensive knowledge of electronic testing equipment and both testing and troubleshooting procedures.
- Have an extensive understanding of electronics and electricity.
- Have a basic understanding of physics, mechanical engineering, chemistry, and environmental science.
- Can easily interpret schematics.
- Designed and fabricated prototype electronic devices.

Management

- Managed the publications department and technical support group of a research and testing center of the Electric Power Research Institute (managed up to five people, depending on the project).
- Initiated and managed the redesign of *Transcript*, the award-winning newsletter for the East Tennessee Chapter of the Society for Technical Communication, and served as editor for the same.
- Owned an electronics sales and service business with clients in four states; managed two employees.
- Managed a college computer laboratory with four employees; maintained payroll and budgeting.
- Managed all publications activities—including bookkeeping, payroll, and budgeting—for Maryville College.
- Advised about 30 undergraduate students working for the Maryville College newspaper and yearbook.
- Redesigned the college newspaper for Maryville College.
- Served on the Computer Coordinating Committee for Maryville College.

Education

- Designed and taught corporate training courses on Microsoft Word, report writing, and custom software applications.
- Designed and taught an online business-communication course to college students using the WebCT e-learning system (www.webct.com).
- Managed three internships in technical communication for the Tennessee Center for Research and Development and the University of Tennessee.
- Designed and taught the following undergraduate college courses: English composition, technical writing, rhetoric, journalism, and fiction writing.
- Evaluated graduating students' performances on proficiency exams.
- Designed and conducted a presentation on newspaper production.
- Designed and conducted a presentation on applying cognitive-psychology theory to technical communication.
- Designed and conducted a presentation on technical photography.

Research

- Designed and conducted basic and applied research projects using experimental and survey methods.
- Designed software to automate a pilot reading experiment.
- Conducted parametric and nonparametric statistical procedures.
- Composed descriptive and inferential statistics for reports, articles, and publications.

Community Service

- Web-site developer and volunteer for the Knoxville – Knox County/Young-Williams Animal Center (www.knoxpets.org)
- Competition judge of photography, writing, and editing for the Society for Technical Communication, East Tennessee Chapter
- Peer reviewer for submissions to the journal *Technical Communication and IEEE Transactions on Professional Communication*
- Editor of *Transcript*, the newsletter for the East Tennessee Chapter of the Society for Technical Communication
- Staff columnist, Editorial Department, *The Daily Beacon*, University of Tennessee
- Volunteer tutor for the Knox Area Adult Literacy Program
- Volunteer publisher and editor of *The Reading Light*, a newsletter for tutors and supporters of the Knox Area Adult Literacy Program
- Volunteer editor for *StarCruiser* Internet Magazine
- Treasurer/vice president of the Sterchi Park Homeowners Association
- Treasurer of the East Tennessee Chapter of the Society for Technical Communication
- Webmaster of the Web site for the East Tennessee Chapter of the Society for Technical Communication

Publications

2007

- “Two Centuries of Progress in Technical Communication,” *Journal of Technical Writing and Communication* 37(2), 2007. pp. 129–149.

2006

- “Measuring and Managing Electromagnetic Interference: Selecting the Right Antenna for Your E3 Program,” *Interference Technology, EMC Directory and Design Guide*, 2006. pp. 36–45. (with Kermit Phipps and Philip Keebler)
- “The Accidental Researcher: How the Habitual Observation of Language Instructs Our Craft,” *Transcript*, May 2006, Volume 12, Issue 1: <http://www.stc-etc.org/transcript/articlepdf.php?article=7>
- “Transforming Tribal Knowledge into Written Instructions,” *Intercom*, April 2006. pp. 20–23.

2005

- "Understanding MOVs for Applying Robust Protection Against Surges," *Interference Technology, EMC Directory and Design Guide*, 2005. (with Kermit Phipps)
- "Bonding Agents for Unit Modifiers," *IEEE Professional Communication Society Newsletter*, February 2005. http://www.ieeepcs.org/newsletter/pcsnews_bonding.php

2004

- "Back to the Garden: Loose Versus Periodic Sentence Structure," *Transcript*, November 2004. pp. 4–5.
- "What's in a Phrase?" *IEEE Professional Communication Society Newsletter*, March/April 2004. pp. 5, 13.
- "Vocabulary," *Transcript*, January 2004. pp. 1, 6–7.
- "A Tip for Technical People," *Transcript*, January 2004. p. 4.
- "Coping with Wordslaughter and the 'Good Enough' Syndrome," *Intercom*, January 2004. pp. 19–21.
- "Reconsidering Some Prescriptive Rules of Grammar and Composition," *Technical Communication* 51(2), May 2004. pp. 264–275.
- "Cruiser Kick-Out Pegs from BikerBrackets.com," *StarCruiser Magazine*, August 2004, Volume 6, Number 3: <http://www.star-riders.org/starcruiser/newstar/article.php?issue=6.4&article=196>.
- "Review of the AIRHAWK Seat Cushion," *StarCruiser Magazine*, October 2004, Volume 6, Number 5: <http://www.star-riders.org/starcruiser/newstar/article.php?issue=6.5&article=199>.

2003

- "Our Habit," *Cat Fancy Magazine*, November 2003.
- "Maximize Accuracy During Carb Synchronizing," *StarCruiser Magazine*, December 2003, Volume 5, Number 2: <http://www.star-riders.org/starcruiser/newstar/article.php?issue=5.2&article=163>.

2002

- "Following the Trail of Destruction," *Power Quality*, September 2002. pp. 62–66. (with Doni Nastasi and Kermit Phipps)
- "Surge Testing the Communication Port," *Power Quality*, October 2002. pp. 13–15. (with Doni Nastasi and Kermit Phipps)
- "Improving the Way We Measure Insertion Loss," *ITEM 2002*. pp. 180–190. (with Kermit Phipps and Philip Keebler)

2001

- "Isolation Transformers: Are They Worth It?" *ITEM Update* 2001. pp. 74–80. (with Kermit Phipps and Philip Keebler)

2000

- "The Great Pyramid War," in *Writing a Professional Life: Stories of Technical Communicators on and off the Job*. Allyn & Bacon, 2000. pp. 9–16.

1999

- "Conducting Reading Research in Technical Communication," *Reader: Essays in Reader-Oriented Theory, Criticism, and Pedagogy* 42(Fall), 1999. pp. 1–29.

- "Last Rites for Readability Formulas in Technical Communication," *Journal of Technical Writing and Communication* 29(3), 1999. pp. 281–97.

1998

- "Writing and Editing by Ear," *Proceedings of the 21st Annual Practical Conference on Communication*, Knoxville, Tennessee, October 16th–17th, 1998.
- "Photography Basics for Technical Communicators," *Proceedings of the 21st Annual Practical Conference on Communication*, Knoxville, Tennessee, October 16th–17th, 1998.

1997

- "Chapter Service for the Socially Challenged," *Intercom*, November 1997, pp. 22–23.
- "Language Expertise?" *IEEE Professional Communication Society Newsletter* 41(4), 1997. pp. 4, 15.
- "The Evolution of the Speech Instinct in Silent Reading: Implications for Technical Communication," *Journal of Technical Writing and Communication* 27(3), 1997. pp. 265–75.
- Review of The Emergence of Standard English by John H. Fisher, *Journal of Technical Writing and Communication* 27(3), 1997. pp. 342–45.
- "A Phonological Reading Model for Technical Communicators," *Journal of Technical Writing and Communication* 27(1), 1997. pp. 3–32.
- "The Empire Builders," *Eagle's Flight* 9(2), 1997.

1996

- "Redesigning Your Chapter Newsletter," *Tieline*, November/December 1996. pp. 6–7.
- "The Things Our Readers Do," *Intercom*, December 1996. pp. 14–15.
- "Redesign: Gathering Your Resources," *Tieline*, October 1996. pp. 12–13.
- "Photography Basics for Technical Communicators: Part 1: Equipping a Communication Department." *Intercom*, April 1996. pp. 26–28.
- "Photography Basics for Technical Communicators: Part 2: Taking Technical Photographs," *Intercom*, May 1996. pp. 25–27.
- "The Status Woe," *Transcript*, July/August 1996. pp. 6–7.
- "Anatomy of an Internship: The Complicating *Why*," *Transcript*, July/August 1996. pp. 9–10.

1987–1994

- "Setting the Context for Understanding," *Technical Communication* 41(2), 1994. pp. 287–91.
- "Consumers in the Age of Information," *Technician Association News* 14(4), 1992. p. 7.
- "Image + Performance = Reputation," *Technician Association News* 13(6), 1991. p. 12.
- "AM55," *Phoenix Literary/Art Magazine* 31(1), 1989. pp. 20–22.
- "No Frontiers," *Professional Electronics*, 1987.

Awards and Honors

2007

- Society for Technical Communication, Washington DC Chapter, Award of Merit for a Scholarly/Professional Article: "Two Centuries of Progress in Technical Communication," *Journal of Technical Writing and Communication* 37(2), 2007. pp. 129–149.

2005

- Society for Technical Communication, Washington DC Chapter, Award of Distinguished Technical Communication for a Scholarly/Professional Article: "Reconsidering Some Prescriptive Rules of Grammar and Composition," *Technical Communication* 51(2), May 2004. pp. 264–275.
- Society for Technical Communication, Washington DC Chapter, Award of Merit for a Trade/News Article: "Coping with Wordslaughter and the 'Good Enough' Syndrome," *Intercom*, January 2004. pp. 19–21.

2004

- Society for Technical Communication, Washington DC Chapter, Award of Excellence for Online Communication: Knoxville – Knox County Animal Shelter Web Site

2000

- Society for Technical Communication, East Tennessee Chapter, Award of Excellence for a Technical Report: "Performance of a Hold-In Device for Relays, Contactors, and Motor Starters," EPRI PEAC Corporation
- Society for Technical Communication, East Tennessee Chapter, Award of Merit for a Technical Report: "Evaluation of Losses in ASD/Motor Systems," EPRI PEAC Corporation
- Society for Technical Communication, East Tennessee Chapter, Award of Merit for Informational Materials: "Printing Press Shutdowns Caused by Sensitivity of DC Drives to Voltage Sags," EPRI PEAC Corporation
- Society for Technical Communication, East Tennessee Chapter, Award of Merit for Informational Materials: "Residential Generators: Selection, Installation, and Use," EPRI PEAC Corporation

1999

- Society for Technical Communication, Washington DC Chapter, Award of Excellence for Online Communication: *PEAC Online Library*, EPRI Power Electronics Applications Center
- Society for Technical Communication, Willamette Valley Chapter, Award of Merit for Cover Art: "System Compatibility Research Project," EPRI Power Electronics Applications Center
- Society for Technical Communication, East Tennessee Chapter, Award of Merit for Design of Informational Materials: "Power Quality for Healthcare," EPRI Power Electronics Applications Center
- Society for Technical Communication, East Tennessee Chapter, Award of Merit for Informational Materials: PQTN Application No. 11, "Using Buck-Boost Transformers to Match Equipment Voltage," EPRI Power Electronics Applications Center
- Society for Technical Communication, East Tennessee Chapter, Award of Excellence for Informational Materials: PQTN Case Study No. 2: "Wire-Extrusion Process Disrupted By Voltage Sags," EPRI Power Electronics Applications Center

- Society for Technical Communication, East Tennessee Chapter, Award of Excellence for Informational Materials: PQTN Case Study No. 4: "Dimming of Compact Fluorescent Lamps Caused By Cold-Air Drafts," EPRI Power Electronics Applications Center
- Society for Technical Communication, East Tennessee Chapter, Award of Excellence for a Technical Report: PQTN Brief No. 42: "Short-Circuit Current Characteristics of Single-Phase Constant-Voltage Transformers," EPRI Power Electronics Applications Center
- Society for Technical Communication, East Tennessee Chapter, Award of Excellence for a Technical Report: PQTN Brief No. 43: "Characterizing the Performance of Motor Voltage Controllers," EPRI Power Electronics Applications Center
- Society for Technical Communication, East Tennessee Chapter, Award of Excellence for a Technical Report: PQTN Brief No. 44: "The Effects of Point-on-Wave on Low-Voltage Tolerance of Industrial Process Devices," EPRI Power Electronics Applications Center
- Society for Technical Communication, East Tennessee Chapter, Award of Excellence for a Technical Report: PQTN Brief No. 45: "The Effects of Phase Shift on Low-Voltage Tolerance of Industrial Process Devices," EPRI Power Electronics Applications Center
- Public Relations Society of America, Volunteer Chapter, Award of Achievement for a Brochure: "Procedures for Managing Electromagnetic Compatibility in Healthcare Facilities," EPRI PEAC Corporation

1998

- Public Relations Society of America, Volunteer Chapter, Award of Quality for a Brochure: "Power Quality for Healthcare," EPRI Power Electronics Applications Center
- Society for Technical Communication, East Tennessee Chapter, Award of Distinguished Technical Communication for a Scholarly/Professional Article: "A Phonological Reading Model for Technical Communicators," *Journal of Technical Writing and Communication*, Volume 27, Number 1, 1997
- Society for Technical Communication, East Tennessee Chapter, Award of Excellence for a Scholarly/Professional Article: "The Evolution of the Speech Instinct in Silent Reading: Implications for Technical Communication," *Journal of Technical Writing and Communication*, Volume 27, Number 3, 1997
- Society for Technical Communication, East Tennessee Chapter, Award of Merit for Informational Materials: "Power Quality Guidelines for Airports," EPRI Power Electronics Applications Center
- Society for Technical Communication, East Tennessee Chapter, Award of Achievement for a Technical Report: PQTN Brief No. 40, "Ride-Through Performance of a Web Process," EPRI Power Electronics Applications Center
- Society for Technical Communication, East Tennessee Chapter, Award of Merit for Informational Materials Design: "Power Quality in the Semiconductor Fabrication Industry," EPRI Power Electronics Applications Center
- Society for Technical Communication, Carolina Foothills and South Carolina Chapters, Award of Achievement for Online Communication: *PEAC Online Library*, EPRI Power Electronics Applications Center

1997

- Office of the U.S. Federal Environment Executive, White House Closing the Circle Award for the newsletter *Pollution Prevention Advisor*, U.S Department of Energy, Office of Defense Programs

- Public Relations Society of America, Volunteer Chapter, Award of Excellence for an Informational Brochure: PQTN Solution No. 5, "Solving Power Quality Problems in Medical Imaging Systems," EPRI Power Electronics Applications Center
- Public Relations Society of America, Volunteer Chapter, Award of Excellence for a Newsletter: *Transcript*, the newsletter of the East Tennessee Chapter of the Society for Technical Communication
- Public Relations Society of America, Volunteer Chapter, Award of Quality for a Newsletter: *System Compatibility Research News*, EPRI Power Electronics Applications Center
- Public Relations Society of America, Volunteer Chapter, Award of Quality for a Newsletter: *Pollution Prevention Advisor*, U.S Department of Energy, Office of Defense Programs
- Society for Technical Communication, International Chapter Newsletter Competition, Distinguished Technical Communication Award for *Transcript*, the newsletter of the East Tennessee Chapter
- Society for Technical Communication, East Tennessee Chapter, Award of Excellence for a Report: PQTN Brief No. 32, "Harmonic Distortion and Immunity Performance of Compact Fluorescent Lamps," EPRI Power Electronics Applications Center
- Society for Technical Communication, East Tennessee Chapter, Award of Excellence for a Report: PQTN Brief No. 34, "Performance of an ASD Ride-Through Device During Voltage Sags," EPRI Power Electronics Applications Center
- Society for Technical Communication, East Tennessee Chapter, Award of Merit for a Trade/News Article: "Photography Basics for Technical Communicators," *Intercom Magazine*, April and May 1996 Issues
- Society for Technical Communication, East Tennessee Chapter, Award of Achievement for a Photograph: "Sunrise at Bull Run Steam Plant"
- Society for Technical Communication, East Tennessee Chapter, Award of Achievement for a Newsletter: *Pollution Prevention Advisor*, U.S Department of Energy, Office of Defense Programs

1996

- Public Relations Society of America, Volunteer Chapter, Award of Excellence for a One- or Two-Color Periodical: *Pollution Prevention Advisor*, U.S. Department of Energy, Office of Defense Programs
- Public Relations Society of America, Volunteer Chapter, Award of Merit for a Three-or-More Color Brochure: "Task 19," EPRI Power Electronics Applications Center
- Society for Technical Communication, East Tennessee Chapter, Award of Excellence for a Promotional Brochure: "Task 19," EPRI Power Electronics Applications Center
- Society for Technical Communication, East Tennessee Chapter, Award of Distinction for a Newsletter: *System Compatibility Research News*, EPRI Power Electronics Applications Center
- Society for Technical Communication, East Tennessee Chapter, Award of Merit for an Informational Brochure: PQTN Application No. 4, "Eliminating the Jitters in Computer Monitors," EPRI Power Electronics Applications Center
- Society for Technical Communication, East Tennessee Chapter, Award of Merit for an Informational Brochure: PQTN Solution No. 4, "Solving the Clash of Electronics Technologies," EPRI Power Electronics Applications Center

1995

- Society for Technical Communication, East Tennessee Chapter, Award of Merit for a Scholarly/Professional Article: "Setting the Context for Understanding," *Technical Communication*, 2nd Quarter 1994

- Society for Technical Communication, East Tennessee Chapter, Award of Achievement for a Newsletter: *Pollution Prevention Advisor*, U.S. Department of Energy, Office of Defense Programs
- Society for Technical Communication, East Tennessee Chapter, Award of Achievement for an Informational Brochure: PQTN Solution No. 3, "Solving the Fast Clock Problem," EPRI Power Electronics Applications Center

1990–1992

- College of Arts and Sciences Teaching Assistant Distinguished Teaching Award, Temple University
- Two Consecutive Teaching Assistantships, Temple University

1984–1990

- Margaret Woodruff Award, University of Tennessee, First Place for "State of Being," a short story
- Chancellor's Citation for Extraordinary Professional Promise, University of Tennessee
- Captain Robert A. Burke Award for Fiction, University of Tennessee, Second Place for "Heart of the Dragon," a short story
- Two Consecutive Roddy Upperclass Academic Scholarships, University of Tennessee
- 1st place in Senior Electrical Exhibit Competition, Pellissippi State Technical Community College

References

- Available upon request