

Résumé of Bradford R. Connatser

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Work Experience

- 2010–Present **Technologist, Electric Power Research Institute, Knoxville.**
I compose and edit technical documents, as well as write software for the Web.
- 2004–2010 **President, WriteNow Communication.**
I operated a technical communication company in East Tennessee.
- 1993–2004 **Publications manager, Electric Power Research Institute, Knoxville.**
I managed the publications department and all writing, editing, illustration, photography, image processing, layout, and design of documents and 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

- 1994–2010 The Institute of Electrical and Electronics Engineers (IEEE)
- 1994–2010 IEEE Professional Communication Society
- 1992–2010 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 (EPRI Knoxville), 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

- **Software:** PageMaker, Photoshop, Illustrator, Freehand, Acrobat, Director, Ulead Studio, SoundForge, Microsoft Office (Word, Access, PowerPoint, Excel, Visio, Project), SQL databases, MySQL databases, QuickBooks Pro, and various Internet applications
- **Web Software:** Visual Studio, C#, HTML, cascading style sheets, site-management tools, CGI scripts, Adobe GoLive, Adobe ImageReady, Adobe ImageStyler, Director, SoundForge, Adobe Photoshop
- **Programming:** C#, VBScript (ASP), Perl (CGI), PHP, JavaScript, Jscript, CSS, SQL

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