

Michael Solis

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Profile

- **A motivated, personable technology professional** with experience in software development, personal computer repair, and a talent for learning new skills and technologies.
- **An experienced technical communicator** with a long track record of journalistic excellence, and the ability to break complex subjects into simple terms in an easy-to-read document.
- **A team leader** with a natural inclination to refine procedures for maximum efficiency.

Skills and Accomplishments

Technical Writing

- Created technical overviews and user guides for Real Estate Multiple Listing Service utilities
- Composed help files and online FAQs for a streaming media player
- Designed reference manual for Point of Sale software used in chain of over 50 retail outlets
- Redesigned and edited computer repair forms for ease of use

Journalism and Media

- Composed and edited technology articles for a Realtor Guide publication
- Produced in-depth motorcycle racing event write-ups under short deadlines for print magazines, websites, and newsletters as the primary media channel for the American Federation of Motorcyclists since 1999
- Transcribed racer interviews into track write-ups used in event programs
- Prepared industry press releases for race teams and individuals

Software QA / Helpdesk

- Repaired, configured, and optimized clients computers
- Designed and executed functionality, compatibility, usability, performance, and stress load tests on streaming media utilities and network applications
- Assisted clients with MLS and system related problems over the phone and through online net meetings in a high-volume call center

Application Experience

Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft PowerPoint
Microsoft Outlook, Adobe Photoshop, Adobe Framemaker, Adobe Dreamweaver

Retail Pro, RoboHelp, Filemaker Pro, Visual Test

Certifications

A+ (Hardware), Security+, Network+, Technical Communications (Professional Sequence)

Platforms

Win 95/98/2000/XP/Vista, Unix

Languages

HTML, Javascript, SQL, Shell Scripting

Education

UC Berkeley Extension - Completed Technical Communications Professional Sequence

Cal Poly San Luis Obispo - Completed 140 of 210 units towards Bachelors of Science in Electrical Engineering

Experience

2005 – Present	Bay East Association of Realtors, Pleasanton CA System Support Representative
1999 – Present	CityBike Magazine, San Francisco CA Contributing Editor
2003 – 2005	Cycle Gear Incorporated, Concord CA Assistant Manager
1999 – 2002	ChainCast Networks, San Jose CA QA Engineer
1997 – 1999	Sys Labs LLC, Livermore CA QA Engineer
1996 – 1997	Sony Computer Entertainment, Foster City CA QA Tester

References

Available on request