

Curriculum Vitae

William M. Campbell, Ph.D.

3245 St. John Avenue
Kansas City, Missouri 64123 U.S.A.
www.geocities.com/wmcnovelist

Phone: 816-231-2068

Email: wmcphd@sbcglobal.net

SUMMARY

A creative, analytically strong, results-oriented professional with over 25 years experience in coordination, management, writing, training, program development, and facilitation over a broad range of disciplines

AREAS OF EXPERTISE

- Author and editor: technical computer user reference manuals, training and systems manuals
- Coursework development and presentation: Technical Writing workshops and classes, Leadership/Management and Organizational Development, Teambuilding, Customer/Client Relations, Effective Time Management, Computer Literacy and New Employee Orientation
- Graphic arts illustration, design and animation using Corel WordPerfect, Microsoft Word, Microsoft PowerPoint, CorelDRAW, and AutoDesk's AutoCAD
- Internet Web site design using HTML and software such as Microsoft Frontpage
- Internal culture audits and employee/customer surveys, 360 degree performance appraisals and personal effectiveness surveys, focus group moderation
- Management of corporate training staff and educational facilities
- Corporate office/business management, including accounting and bookkeeping, billing, purchasing, tax, payroll and general human resources
- PC hardware buildup, troubleshooting and maintenance, PC software troubleshooting

PROFESSIONAL EXPERIENCE

Freelance Writer, Novelist, and Technical Consultant, 2004-Present

- Author of several novels and technical publications
- Freelance contract writer, fiction and non-fiction
- Corporate Consultant in Technical Writing, Time Management, Organizational Development

Interviewing Greater Kansas City, Inc., Kansas City, Missouri, 1994-2004

Vice President, Treasurer

- Act as Office Manager, Chief Financial Officer and Director of Human Resources

- Design research studies for 25-employee market research corporation
- Perform employee and client sales and marketing training
- Direct and participate in sales of marketing research studies to numerous clients
- Supervise 8-employee call center
- Design and maintain the company Web site

Metropolitan Community Colleges, Kansas City, Missouri, 1994-1995 (6-month contract)

Director of Continuing Education, Pioneer Community College

- Designed and directed the construction of a computerized training center for Pioneer Community College using Novell networking software
- Designed and implemented computer-based literacy skills training program for computerized training center
- Marketed literacy skills training programs to local industries in conjunction with Metropolitan Community Colleges and the State of Missouri Department of Education

Black & Veatch Engineers, Overland Park, Kansas, 1985-1994

Director of Education, Director of Educational Services Group

- Planned and implemented firm-wide educational programs and activities for 4,900 employees in such areas as new employee orientation, computer skills, leadership/management, interpersonal relationships, time management and technical skills development. Provided support for mentoring programs, diversity, sexual harassment and employee incentive systems. Scope of responsibility was for corporate headquarters and 30+ regional offices in the U.S. and worldwide
- Authored and edited technical training manuals, user manuals and documentation for computer applications, corporate management newsletters and corporate magazine
- Taught classroom computer courses in Digital Equipment Corporation's VAX/VMS, VAX DCL, MS-DOS, Microsoft Windows, WordPerfect, Microsoft Word, CorelDRAW, Xerox Ventura and Microsoft Mail
- Created, wrote and published Black & Veatch personal planner/organizer for internal use, thus saving the firm over \$200,000 in costs over purchasing third-party planners such as Franklin/Covey or DayTimer; developed Effective Time Management seminar to implement its use and conducted seminar for 1,500+ employees
- Supervised Black & Veatch help desk
- Designed and managed the Black & Veatch Education Center, including six classrooms, large seminar room, offices, library and reference materials, and all necessary aids and equipment consistent with the educational content, format and objectives of all educational programs
- Coordinated all firm-wide leadership/management, teamwork, time management and computer training programs; developed and facilitated specialized programs for various organizations within the firm, managed staff of eight full-time instructors and three clerical staff, coordinated thirty adjunct instructors
- Established and administered education and training budgets in excess of \$2M per year
- Acted as consultant to Black & Veatch management for Total Quality Management (TQM) and ISO 9001 certification

Howard Needles Tammen & Bergendoff (HNTB), 1981-1985

*Systems Manager, Computer Services Department, and
Director of Computer Training*

- Wrote technical systems and user manuals for in-house computer programs
- Coordinated all firm-wide engineering and architectural scientific design/analysis programs and user access for the firm's VAX/VMS computer systems
- Specified, ordered and maintained all VAX/VMS-related equipment and supplies with an annual budget of \$3M+
- Wrote scientific computer programs for engineering and architectural applications, including trend analysis and Critical Path Analysis
- Developed, coordinated and conducted training courses for VAX/VMS systems technology and personal computer literacy
- Designed and directed construction of the firm's computer services facility, including computer system specifications and installation of hardware and software

Kivett & Myers Architects, Kansas City, MO, 1979-1981

Director, Special Systems Design

- Designed and coordinated the specifications for all special architectural systems, including security, public address, computerized building management, solar and fire control. Design awards include 5,400 square foot solar array for U.S. Sprint World Headquarters, computerized building management for the ERC Corporation building, and an environmentally safe aircraft cleaning facility for Glenn L. Watkins Air Force Base

EDUCATIONAL BACKGROUND

- **Ph.D.**, Speech and Hearing Science, University of Kansas, 1979
- **Bachelor of Education**, University of Kansas, 1972
- **Electronics Technical Certification**, United States Air Force, 1965

MEMBERSHIPS AND ACTIVITIES

- Guest Lecturer, Juilliard School of Music, *Symposia for Care of the Professional Voice*
- Vietnam Veteran