

Charles S. Costello III

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QUALIFICATIONS SUMMARY

Over 20 years experience in communications as a Technical Writer, Project Leader, Web Designer and Communications Specialist. Extensive writing and project management experience as a contract and staff employee in areas including union labor initiatives, job actions, advanced manufacturing technologies (JIT, DFM, ISO 9000), financial/data processing, hardware, software, and non-profits related procedures. In-depth knowledge of the internal operating procedures and membership rules for the largest union local in the United States, Operating Engineers Local 3.

Lived and worked in Japan for two years with extensive travel throughout the region. Lived and worked in Thailand while on contract with IBM working on a large multi-national team of over 300 people. Graduate of the MAPS (MA in Asia Pacific Studies) program summa cum laude from the University of San Francisco. Highlights included published papers and presentation of those papers at the Harvard East Asia Society and University of Toronto Movement conference.

STAFF HIGHLIGHTS

Operating Engineers Local 3 (current employer as of June 2003)

Current position: Communications Director – Responsibilities include management of small staff to promote and create an environment of transparency and fiscal responsibility with the union membership and staff. Department duties include the development and management of intranet and internet websites (www.oe3.org) for this large non-profit organization, with a membership totaling more than 40,000 individuals and spanning four states – California, Nevada, Utah Hawaii.

A long-standing member of the Strategic Planning Committee with the task of developing strategies in health care, pension and trust fund initiatives, as defined by the union officers and trustees. Project leader for a complete overhaul of the membership trust fund website (www.oe3trustfunds.org), including vendor selection, development of project goals and specific usability benchmarks.

Amdahl Corporation, Sunnyvale, CA., Project Leader (7/92 - 7/93)

Generated, updated and controlled the quality and consistency of the documentation for Systems Assembly and Test. Standardized the documentation format, eliminating duplications and inconsistencies across all manufacturing organizations.

Amdahl Corporation, Technical Writer (4/87 - 6/91)

Wrote, designed and managed documentation for the CPU Processing group. Hired and managed a documentation team of ten writers and illustrators working with the engineering and training groups to produce a variety of training, procedural and operating manuals.

AMVIC Institute of Foreign Languages, Yokkaichi, Japan, English Teacher (11/85 - 12/86)

Conducted English Conversation classes for Japanese students of varying abilities in private, semi-private and group lessons. Students included businessmen, housewives, Junior High and High School students and others.

CONSULTING HIGHLIGHTS

Computer Sciences Corporation (CSC), Oakland, CA (1999-2000)

Designed and managed the company intranet. Managed staff and contract writers and interviewed prospective writers as appropriate for new positions. Developed MS Word based templates while writing a variety of documents including: Functional Specifications, User Guides, Programmer API's and Design documents. Converted legacy documents into FrameMaker and Word, distributing PDF's to customers and posting the documents on the company intranet.

VISA USA, Foster City, CA (1998)

Wrote an Acquirer and Merchant database User Guides for Service Quality Management. Developed a FrameMaker book template and style guide including HTML mapping and Acrobat PDF formatting.

TRW Financial Systems, Oakland, CA (various)

Wrote internal and client documents for a large scale, Informix based, data capture and processing system. Documentation included the System Overview, System and Database Administration, Software Development and User's Manual. Wrote a User Guide and Detailed System Description (DSD) for a major international TRW client which assisted in the successful delivery and installation of a large scale, client server based remittance processing system.

IBM Thailand Co., Ltd., Bangkok, Thailand (1995-96)

Developed on-line help files for various tax modules on a large-scale software development project for IBM and the Thai government. Wrote the on-line help Style Guide and Data Dictionary for the entire tax system, with over 1200 terms defined.

VISA International, San Mateo, CA (1994)

Wrote the Merchant Data Capture User Manual for the Japan Acquirer Services (JAS) group. The manual was produced in English and included placement of Japanese characters throughout the manual.

COMPUTER SOFTWARE

Adobe Creative Suite, Acrobat, ClearCase, Framemaker, GoLive, Image Ready, InDesign, iMovie, iTunes, Photoshop, Roxio Toast, Claris Works, Interleaf, Lotus Notes, MS Excel, MS Frontpage, MS PowerPoint, MS Word, RoboHelp, MS Outlook, MS Office 98/2000/XP, HTML, XML, Mac OS 10.xx.

EDUCATION

MA Asia Pacific Studies, University of San Francisco, San Francisco, CA
MBA course work, Golden Gate University, San Francisco, CA
Literary Studies, University of Durham, Durham, England
BA English, Santa Clara University, Santa Clara, CA
AA Business, Ohlone College, Fremont, CA

PROFESSIONAL CREDENTIALS & MEMBERSHIPS

Lifetime Teaching Credential, California Community Colleges
USA National Soccer Coaching B-License, Santa Clara, CA
Japan Society of Northern California, San Francisco, CA, Senior Member
STC, Society for Technical Communication, Senior Member
International Foundation of Employee Benefit Programs (IFEBP) Member