

# **Louis Bonaventura III**

***Upper Chichester, Pennsylvania USA***

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***Technical Writer • Technical Trainer • IT Professional  
Subject Matter Expert • Computer Scientist***

## **Summary**

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Information Technology professional with over twenty-two rock-solid years in the Information Technology field including: technical documentation and training creation / updating / confirmation and delivery, systems analysis, programming, networking, systems administration, server administration, website/blog design and administration, testing, internet marketing, and program management.

I have an excellent documented record of accomplishment and success in my field. Highlights of my background include; creation and delivery of technical training documentation and courses, technical reference manuals, end user documentation and manuals, article authoring on various subjects, working closely and effectively with all levels of management to satisfy project/productivity requirements, strong leadership abilities, robust judgment, ability to work effectively with clients and team members, proven abilities in organizing management workflow and utilizing a proactive approach to problem solving, ability to work in a fast paced and dynamic work environment, Project Manager on multiple projects simultaneously managing teams of six to 50+ people, full life-cycle development of an automated scheduling system for the Federal Aviation Administration. Thorough understanding and proficiency in a wide variety of technologies including but not limited to WordPress, website and blog design and development, servers, Joomla, HTML/CSS, PC hardware and software, applications, databases, networking, operating systems, telecommunications, and connectivity.

# Professional Experience

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**Louis Bonaventura III**  
**1990 - Present**

## ***Freelance Technical Writer***

Although I continue the operations of KNR IT Solutions, LLC (*below*) in a minimal fashion, since 2010 my freelance writing services to businesses located globally has taken the forefront of my repertoire. Utilizing my vast knowledge from past employment and interaction within the Information Technology field, I specialize in technical documentation and training services. I have written a multitude of documents over the years including technical reference manuals, technical training manuals, technical training courses and end user documentation manuals for Air Traffic Control Systems, newly invented technology, and all types of software!

I provide writing and training services mainly in the following areas:

- Software Technology
- Hardware Technology
- High-Tech Technologies

Within these areas, I offer the following professional Technical Writing and Consultation Services:

- New Document Creation
- Existing Document Updates
- User Manuals
- Installation Manuals
- Configuration Manuals
- Reference Manuals
- Training Courses (*Creation and delivery*)
- Instruction Manuals
- Content Critiques (*Editing and proofreading*)

## **KNR IT Solutions, LLC**

### **1990 – Present**

***Founder and CEO • Technical Writer • Subject Matter Expert • Training Specialist • Server Administrator • Website Designer/Administrator • WordPress Specialist***

As owner of my own IT business, manage all daily operations that allow the business to function and prosper. This business was started part-time in 1990 and in 2003 went to a full time operation.

- Responsible for all IT related work for clients.
- Proven ability to complete projects ahead of schedule and under budget.
- Development and delivery of customized technical documents and manuals.
- Development and delivery of standard and customized technical training courses.
- Creation and assembly of books, material, reference manuals, supplies and equipment for technical training, courses and projects.
- Executed complete company start-up including staffing and financing.
- Develop and maintain valuable business relationships with key clients/constituents.
- Direct company operations emphasizing business development.
- Manage project requests.
- Assess alternative scenarios in relation to organizational goals by identifying outcomes and returns and recommend courses of action.
- Maintain professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and self-study.
- Proficient in handling multiple simultaneous projects and meeting deadlines effectively.
- Prepare outlines of instructional programs, training schedules and established course goals.
- Website and Blog Design, Development and Administration.
- Website and Blog Hosting, Dedicated Server, and Virtual Private Server (VPS) provider.
- Website, Domain, and Server Administration provider.
- Server configuration and administration (*Linux / Windows Servers*).
- Software and script debugging and installation services.
- E-Commerce configuration, development and administration.

## **4B Marketing Group**

**2001 – 2009**

### ***CEO • Internet Marketing Consultant • Server and DNS Administrator***

As owner of my own marketing business, manage all daily operations that allow the business to function and prosper. This business was started in 2001.

- Server configuration, development and administration (*Linux / Windows Servers*).
- Proven ability to complete projects ahead of schedule and under budget.
- DNS configuration.
- Email marketing services and servers.
- Pay Per Click marketing campaigns (*PPC*).
- Search Engine Marketing campaigns (*SEM*).
- Cost Per Action marketing campaigns (*CPA*).
- Newsletter Design and Delivery Services.
- Twitter Background Design.
- Social Media Marketing.
- Software and script installation, configuration, and operational services.
- Website and Blog Design, Development and Administration.
- Website and Blog Hosting, Dedicated Server, and Virtual Private Server (*VPS*) provider.
- Website, Domain, and Server Administration provider.
- E-Commerce configuration, development and administration.
- Executed complete company start-up including staffing and financing.
- Develop and maintain valuable business relationships with key clients/constituents.
- Direct company operations emphasizing business development.
- Manage project requests.
- Assess alternative scenarios in relation to organizational goals by identifying outcomes and returns and recommend courses of action.
- Design and implementation of start-up operation and project team management.
- Creation and maintenance of project work plans and required project deliverables.
- Determine internal and external customer needs and requirements, and project pricing through specifying and conducting the research needed to obtain market information.
- Maintain professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and self-study.
- Proficient in handling multiple simultaneous projects and meeting deadlines effectively.

## **PPS InfoTech / Computer Sciences Corporation 2001 to 2003**

***Technical Writer • Training Specialist • Subject Matter Expert • Server Administrator •  
Technical Support • Testing and Validation Specialist***

Manage research, design, creation and implementation official government training courses related to research and development (*R&D*) equipment and systems associated with Air Traffic Control and Airway Facilities functions. Responsible for creation, delivery, reviewing, comparing and confirming with actual functionality of equipment, instruction of Airway Facilities and Air Traffic Control field personnel in a formal classroom setting using developed course material.

- Proficient in handling multiple simultaneous projects and meeting deadlines effectively.
- Proven ability to complete projects ahead of schedule and under budget.
- Facilitated weekly sessions and unit meetings to assess progress and resolve problems.
- Oversaw Controller-Pilot Data Link Communications (*CPDLC*) training project.
- Oversaw En Route Information Display System (*ERIDS*) training project.
- Participated in Center-Tracon Automation System (*CTAS*) training and development project.
- Provided technical direction to directors, managers, engineers, and lead developers.
- Designed and taught computer classes for Air Traffic Controllers and Airway Facilities personnel.
- Developed and wrote procedures/manuals for the installation, use, and problem solving of Air Traffic Control hardware and software.
- Provided assistance to engineers.
- Trained network and system administrators and technicians.
- Conducted on-the-job training, classes, and training sessions to teach and demonstrate principles, techniques, procedures, and methods of designated subjects.
- Planned, managed and supervised course content and method of instruction.
- Created and assembled books, materials, supplies and equipment for training, courses and projects.
- Developed teaching aids, multimedia visual aids, computer tutorials, and study materials for instruction in technical subjects.
- Solved operational problems and provided technical assistance with equipment and process techniques.
- Prepared outline of instructional program and training schedule and established course goals.
- Operating systems used and administrated were UNIX, Linux, AIX, Solaris, TRU-64, Windows NT Server and Workstation, Windows 2000.

## **Federal Aviation Administration Technical Center 1990 to 2001**

***Electronic Technician • Computer Scientist • Technical Writer • Training Specialist  
Technical Liaison • COTR • Technical Project Lead • Server Administrator • Project Manager  
Laboratory Manager • Technical Support***

Working on a variety of systems (*in assorted ATC environments*), began with National Airspace System (NAS) related Air Traffic Control (ATC) systems as an electronics technician and continued as a Computer Scientist. Project Manager for multiple projects simultaneously and IT Technical Lead for additional special projects managing teams of up to 50 people. As the Simulations Laboratory Manager, oversee laboratory operations and configuration. Also, as Contracting Officer and Technical Representative (COTR) for major and minor government contracts, developed Request For Proposals (RFP) and Request For Information (RFI) documents and evaluated incoming bid proposals.

- Proven ability to complete projects ahead of schedule and under budget.
- Proficient in handling multiple simultaneous projects and meeting deadlines effectively.
- Streamlined company operations, identified more productive methods to achieve top performance, eliminated waste and reduced expenses.
- Developed and maintain valuable business relationships with key clients/constituents.
- Reviewed status reports submitted by project personnel, prepared weekly project status reports, prepared and presented project updates to senior management.
- Possess both field experience and formal education in project management.
- Analyzed problems and anticipated project needs.
- Assess alternative scenarios by identifying outcomes and returns.
- Facilitated weekly sessions and unit meetings to assess progress and resolve problems.
- Performed full lifecycle project management and supervision of both permanent employees and contractors.
- Manage project requests, assign tasks to team members, and manage project schedule and budget.
- Guided six-member team through all aspects of coding, unit testing, integration testing of new programs (*database loading. reporting*) and system enhancements, utilizing Visual Basic, MS SQL Server and multi-processor Windows NT, Linux, Solaris, and Unix based servers.
- Managed team to train users in new technologies.
- Provided training, supervision, and mentoring of data entry staff for newly implemented scheduling database.
- Developed and delivered new user documentation and training.
- Oversaw architecture of a variety of IT solution projects based on solid expertise in lifecycle management from conception to completion.
- Oversaw and participated in setup of servers and desktop workstations.

- Installed and configured various peripherals: scanners, modems, tape backups, printers, SCSI devices, hubs, routers and switches.
- Managed systems configuration and maintenance, problem troubleshooting, planning and directing upgrades, and testing operations to ensure optimum system functionality on systems operating in the Windows, UNIX, Linux and Solaris environments.
- Implemented programs and procedures which provided the tools to automate a scheduling process.
- Provided technical direction to directors, managers, and lead developers.
- Provided management oversight of senior product development teams.
- Designed, developed, implemented and managed a laboratory scheduling management system used by entire Technical Center to schedule simulations laboratory time and resources. System was delivered \$10,000 under budget and 30 days ahead of schedule.

## Education

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### **Atlantic Cape Community College 1992 Mays Landing, NJ**

- Associate in Applied Science, High Honors
- Major: Computer Systems Technology
- Minor: Electronics Technology
- Major/Minor GPA: 3.85
- Overall GPA: 3.66

## Additional Career Related Training

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- Cisco Routers
- Computer Security and Vulnerability Assessment
- MS SQL Server
- Windows Technology
- Microsoft BackOffice
- Microsoft Office
- Sony Monitors
- Methius Display Controllers
- National Airspace System (NAS)
- Configuration Management
- ISO9001 Lead Auditor
- Contracts Management
- General Management Training
- Additional miscellaneous training

# Knowledge, Skills, and Abilities

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- Technical Writing, Article Authoring, Blogging, Public Speaking & Presentations, Educational Presentations, Project Consulting/Management, Policy and Procedures Development, Proposal Writing, Team Building, Training and Development, System Administration, Business Needs Analysis, Equipment Purchases, RFP Development, Workflow Prioritization, System/Network Process Controls, Operations and Infrastructure Management, Life Cycle Management, Trouble Desk Management, Proposal Development, IT Acquisition, Help Desk Management, FDDI, Preventive Maintenance, System Upgrades, Software Diagnostics, Sun Workstations, Wireless, Systems Analysis, Systems Integration, Full Systems Lifecycle Development
- Scheduling Tasks and Milestones, Process Improvements, Strategic Planning, Prototype Development, Change Management, Proprietary Software Systems, Cost Containment, Technology Needs Analysis, Goal Setting, Technical Support, Personnel Management, Media Presentations, Business/Project Strategy & Direction, Data Warehouse Administration, Problem Identification & Resolution, Strategic Alliances
- Data and File Structures, Networking Technologies, New End-User Accounts/Rights/Access to Data, LAN Administration, Wireless Networking for Windows 9x/NT/2000/ME/XP/Vista/7, Microsoft SQL 6.5-2000, Windows Install/Upgrade, Troubleshooting/Problem Solving, Training and Support, Network Planning, Network Firewalls, Hardware Configuration, Hardware Installation, Ethernet
- Maintenance and Repair, Desktop Support, Database Management, Information Organization and Processing, Installing and Upgrading Servers, Network Administration, Software Development and Engineering, Software Configuration, Client Technical Support and Training, Client-Server Technology, Router Configuration, Resource Management, Staff Leadership, Quality Assurance, Project Management
- Diagnosis and Troubleshooting, Distributed Computing, Component Level Repair, Remote Server Management, System Installation, Data Extraction, Script Testing, Group Policy, Virus Prevention, System Integration, Software Installation, System Floor Plans, Building and Testing, Cabling, Cisco Router/Switches/Hubs, UNIX, Linux, Solaris, SunOS, TRU-64

# Honors, Awards, and Miscellaneous

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## College

- Dean's List every semester while working 30 hours weekly.
- Graduated with High Honors.
- National Dean's List.

## Federal Aviation Administration

- Over twenty excellence award plaques and certificates.
- Numerous cash bonuses.
- Numerous letters of appreciation and commendation from the FAA and DOT.

## Currently

- Freelance Technical Writer
- Freelance Technical Training Specialist
- Founder: KNR IT Solutions, LLC
- CEO: KNR IT Solutions, LLC