

John Henkel

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<http://www.linkedin.com/in/henkel>

PROFILE

Extensive and varied experience in software and hardware product development. Thrives in collaborative environment with excellent interpersonal skills, passion, and integrity. Consensus-seeking multi-tasker with customer focus.

SPECIALTIES

- Technical Writing
- Clean UI Design
- Analysis & Testing
- Collaboration & Team Building
- Training & Demonstration
- Acute Attention to Detail
- Technical Aptitude

EMPLOYMENT HISTORY

Element Labs

Product Manager/Technical Writer — Jan 2007-Aug 2009 [STAFF]

Write user documentation and detailed marketing/product/software requirements; conduct competitive analysis; manage international development teams; scope and perform product testing; design hardware and software user interface; implement and maintain bug tracking and project management software; track product development and release schedule.

RGB Spectrum

Technical Writer — Jan 2006-Jan 2007 [CONTRACT]

Create new and revise existing end user technical documentation.

NBC, CBS, ABC, HBO, Fox, Sony, Warner Bros., Harpo Studios (Oprah), MTV, GE, ARRI & others

Contract Product Specialist, Technical Writer, Trainer, Demonstrator — Apr 1997- Jan 2007 [CONTRACT]

Write custom documentation; install, configure, test and debug video and audio hardware and software; customer training; market / competitive analysis.

Renegade Labs

Product Manager, Technical Writer — Nov 2002-Aug 2006 [STAFF]

Founding partner in startup environment with multiple roles: scope product requirements, design hardware/software user interface, design brochures, website, & trade show signage, write press releases & user documentation, demo & train customers.

Thomson/Grass Valley Group

Product Specialist — Oct 2005-Jan 2007 [CONTRACT]

Test and debug professional video hardware/software; review technical documentation; provide technical advice on feature implementation.

NBC Olympics

Edit Supervisor — Winter 2002 (Salt Lake City) & Summer 2004 (Athens) [CONTRACT]

Develop training procedures and guides; install and setup equipment; provide technical assistance, maintenance, and troubleshooting.

Graham-Patten Systems

Product Specialist, Technical Writer — Apr 2001-Oct 2002 [CONTRACT]

Design and write technical documentation; specification and design of hardware and software user interface; product testing, training, and demonstration.

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Accom / Abekas

Product Marketing Manager, Product Specialist — Jul 1994- Apr 1997 [STAFF]
Product Specialist, Technical Writer, Trainer, Web Developer — Apr 1997- Jan 2007 [CONTRACT]

Western Images

Video Editor/Compositor — Mar 1991-Nov 1994 [STAFF]

Realtime Video

Video Editor — Aug 1990- Mar 1991 [STAFF]

EDUCATION / ACHIEVEMENTS

Purdue University

BA Telecommunications (Radio/TV), Dec 1983
President, Purdue Radio Network, 1981/2
Outstanding Debater, 1983

Emmy Award

Outstanding Technical Team – Studio, NBC Athens Olympics, 2004

Editor's Special Interest Group, San Francisco, CA

Director, Board of Directors Member, Jun 1992-Nov 1994

TECHNICAL SKILLS

- Framemaker
- Acrobat
- Illustrator
- SketchUp
- Photoshop
- Dreamweaver
- Flash
- Video/Audio Software
- Basic Code (PHP, MySQL, HTML, C++)
- MS Office (Word, Excel, PowerPoint)
- Diagramming S/W (OmniGraffle)
- Video/Audio Hardware
- Mac & PC Literate
- Source Control / Versioning

RECOMMENDATIONS

“John is a great worker as well as a great person to work with. He's diligent, trustworthy and goes out of his way to be helpful. With his broad experience, organization skills and personable demeanor John provides a well-rounded approach to product management, easily guiding a combination of hardware, software, and GUI projects. John's writing, illustration and layout / publishing skills are excellent, making him a one-stop resource for technical documentation. I look forward to working with John again and highly recommend him to others.”

Chris Varrin, VP Product Management & Design, Element Labs, Inc.
managed John at Element Labs

“I thoroughly enjoy working with John! He has skills in many different areas, which made him a key member of the team. He is professional and thorough. His broad skill set helped him excel in his role. He is dependable and incredibly passionate about his work. He is well liked by the entire team. He was more than willing to dig into difficult tasks and always had a great attitude. I highly recommend him.”

Victor Valencia, Engineer, Element Labs
worked with John at Element Labs

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"I have had the pleasure of knowing John for many years, throughout that time John has always shown a high level of professionalism and dedication. John has proven time and again that his knowledge and experience in the broadcast industry both as an operator and vendor is second to none, this breadth of experience helps John understand the needs of his customers intimately allowing him to bring to market excellent products fulfilling his customer needs as well as meeting and exceeding his fiscal targets."

Neil Blake, Director, Video & Broadcast Consultancy
worked with John at Accom

"I've worked with John as a business partner on Editsuite.com and while he was at Accom as a product manager. John is a very creative, hard working guy who can make difficult concepts look easy. I know him as a trainer who makes his students feel confident, as a designer who is not intimidated by software tools that are not quite perfect, and as loyal business friend who is always looking out for the other guy. Hire John to work for you and you will get dedication to a quality product that is way beyond your expectations. You'll also get a fun guy who will help you build your team."

Gary Lieberman, Co-Founder, Editsuite.com
worked with John at Editsuite.com

"John is a very effective technical writer. His in depth knowledge of the topic and understanding of his audience combine to provide first-rate technical user manuals. He is a self-starter and capable of doing much more than just technical authoring. His understanding of the technology and application means he can evaluate the use and performance of a product and provide useful insights into a customer's requirements. Top qualities: Personable, Expert, High Integrity."

David Haycock
hired John as a Writer/Editor in 2006

"John is an excellent consultant and product specialist. He worked for our Product Line (Switchers) and provided top-notch support as an expert user and tester. John pays particular attention to detail and has a talent for not only using a product, but testing and documenting his work with methodical technique and skill. I highly recommend John as a positive addition to any team he supports."

Heather Watson, BPS Quality Manager, Switchers, Thomson Grass Valley
managed John at Thomson/Grass Valley Group

"John has been a proven asset to our business many times over the years. Although we have hired John as an outside vendor/Consultant he quickly made himself one of the team. He has an outstanding work ethic and has worked above and beyond the call of duty time and time again to ensure meeting critical airings of multiple network programs. I would absolutely hire John again given the need for his services. He would be an invaluable asset to any media organization. Top qualities: Personable, Expert, Creative."

Joe DePierro, Director Digital Production Operations at NBCUNI
hired John as a Trainer/Consultant in 1992, and hired John more than once

"John has technical expertise for roles in high-tech video, computer programming and tech writing while possessing an upbeat personality so refreshing in the working world. John works with dedication, enthusiasm and obtains great results with excellent collaborative relationships. John is ideal for internal or external focused marketing/technical roles and helping foster customer requirements."

Connee O'Neill (Zugelder), Product Manager, Accom
worked directly with John at Accom