

## Aerospace Technical Publication Specialist & Maintenance Programs Administrator

École Nationale d'Aérotechnique (E.N.A)

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I am an enthusiastic learner, self-directed and adept with multiple software tools.  
I enjoy the world of aerospace engineering. I'm a resourceful data collector and online platform user.  
I pride myself on my abilities to get projects done on time.

**I will mind your manuals, documents, drawings and databases.**

## SUMMARY OF QUALIFICATION

- Tri-lingual (English, French and Hungarian).
- Ability to interpret engineering drawing, research and to think critically about projects.
- Computer proficient with all aspects of Microsoft Office.
- Strong project management administration, organizational and time management skill.
- Superior attention to detail, calm under pressure, proactive and resourceful data collector.
- Ability to develop and maintain constructive and cooperative working relationships with individuals at all levels of the organization.
- Knowledge and experience in Bombardier Customer Services, Technical Publications, Maintenance Engineering and CRJ simulator certification.
- Technical Writer, Customer Service, Logistics, Methods, Documentation Controller experience
- Knowledge of various change drivers and industry standards such as AECMA/S1000D, ATA 100 / 2100 / 2200 / Simplified English (SE) and AMTOSS.
- Working knowledge of ATA specifications, Standard Generalized Markup Language (SGML), Simplified English, AMTOSS and writing policies and procedures.

## RELEVANT SKILLS AND EXPERIENCE

### **TECHNICAL WRITER**

- Technical Writer at Bombarider authoring and revising the **MRM, MPD, AIPC, AMM, SRM, WD, Spare Parts Bulletins and Service Bulletins** . Updated CL-601 from MSG 2 to 3 (computerized maintenance recording).
- Incorporating engineering change drivers and approved temporary revisions (TR) in applicable manuals.
- Corrected and revised applicable manual or document as per verified *customer user comments* (Bombardier) / *RSVP* (Pratt & Whitney).
- Creating MRM TRs (Tempory Revision) for submission to Transport Canada for approval.
- Publishing all Transport Canada approved TRs and MRM revisions to the web.
- Knowledge of the Global 5000 Express, CL601, CL604, CL415, CL215T and CL215 manuals.
- Authoring and publishing Pratt & Whitney engine Service Bulletins and Spare Parts Bulletins.
- Researched differences between the Classic Global and Global Vision aircraft.
- Authoring trouble shooting pages for the Global Vision SmartFix program.
- Preparing Excel reports and creating databases to track the number of closed items (EO, REO etc) per ATA chapter.
- Authoring tools used: ETPS (Electronic Technical Publication System), QuickSilver and Content@, using ArborText Editor.

## **TECHNICAL COORDINATOR & LOGISTICS**

- Liaising with vendors regarding work orders, quotations, repairs, warranty, updates and vendor service bulletins.
- Training Device Coordinator and Logistics, at Bombardier Training Centre for the RJ200, RJ700, and RJ900 simulators. Organized and managed the RJ 700 and RJ 900 simulator certification.
- Assisting new employees on company paper work procedures, how to utilise documentation packages and in the use of computer resources.
- Providing engineering support during manufacture and assembly.
- Co-ordinating information between engineering, manufacturing and test departments when corrections or updates were required.
- Preparing reports and creating databases for various projects.
- Preparing shipping documentation. Taking care of customs issues. Tracking of RMAs for repairs.
- Keeping track of spare parts inventory for simulators.
- Liaising with vendors regarding quotations for updates and repairs and responsible for work orders.
- Liaising with other departments, primarily with the Program Change Board, Purchasing, and Spare Parts, to provide program change cost estimates.

## **CONFIGURATION CONTROL**

- Participating in the Air Canada RJ and B737 parts interchangeability and intermixability database clean up.
- Collecting vendor documents for parts being modified or revised by service bulletins.
- Researching revised part numbers for interchangeability and intermixability against established unique numerical index (UNIs) for family of parts.
- Correcting, updating and revising interchangeability and effectivity data.
- Creating unique numerical index (UNIs) numbers in Artos database (Air Canada), for parts modified and no longer interchangeable.
- Managing all requests to amend configuration and control database.
- Making recommendation in cases involving Airworthiness Directives.
- Preparing all required forms to implement the changes in the database.
- Implementing changes in the database after approval.
- Researching and validating requests for compliance with aircraft maintenance and regulatory documents.
- Expertise of Airline policies and procedure and standards regarding configuration control.

## **EMPLOYMENT HISTORY**

2013	Technical Writer, Bombardier, Mirabel, QC
2013	Document Control, MMR Canada, Calgary, AB.
2011 – 2012	Technical Writer, Pratt and Whitney Canada - Contract, Longueuil, QC.
2011	Administration, Aviron Technical Institute - Contract, TMR, QC.
2010	Technical Writer, Appendix Sonovision ITEP - Contract, TMR, QC.
2009	Methods/CSR, Aerospace Welding Inc. - Blainville, QC.
2008	Hospital Stages
2006 – 2007	Technical Writer, Bombardier Business Aircraft Division - Contract, Mtl. QC.
2005	Community Research Writer for non-profit organization, CEDEC - Contract, QC.
2003	Configuration Control Specialist, Air Canada - Dorval, QC.
2002	Customer Service and Logistics, Anrad Corporation - Contract, Ville St. Laurent, QC.
1999 – 2001	Training Device Coordinator, Bombardier Training Centre - Ville St. Laurent, QC.
1998 – 1999	Technical Writer, Bombardier Amphibious Division - Ville St. Laurent, QC.
1996 – 1998	Personal Assistant and Administrator, Homework, Retail outlet - Dubai, U.A.E.
1996	Technical Writer Advanced Electronic Systems Ltd. - Dubai, U.A.E.
1988 – 1993	Technical Staff Associate, CAE Electronics, Ltd. - Ville St. Laurent, QC.



## EDUCATION AND TRAINING

2005 – 2008	Respiratory and Anesthesia, Vanier, Mtl., QC.
2004	A.E.C. IN Web and Database Programming, Vanier, Mtl., QC.
2001	PPL Ground School - Bombardier Training Centre, Ville St. Laurent, QC.
1998	Certificate in Electronic Office Systems Technology (MS OFFICE) – Concordia, Mtl.,QC.
1986 – 1988	D.E.C in Avionics - Collège Édouard- Montpetit, St Hubert, QC.
1984	French Language & Sociology - Université de Montréal, Mtl., QC
1981 – 1983	D.E.C in Commerce - Vanier College, Mtl., QC.

Training on the job: Bombardier -Time Management and Product Liability and SAP |  
Carnet Information Seminar (Canada Customs) | CPR.

## COMPUTER SKILLS

- Content Management System (CMS): WordPress, Interleaf, Arbortext Editor.
- Certificate in MS Office (MS 2010).
- Desktop publishing and photo editing tools: InDesign, Adobe Acrobat Pro, Photoshop C6, Lightroom LR5, CorelDraw.
- ERP (Enterprise Resource Planning), SAP (Systems Applications and Products), EMC® Documentum® (enterprise content management, eRoom, Lotus Notes, Outlook, Visio, AccPac Plus, Evernote (note taking web service), Outlook, Snagit , & Sharepoint.
- Java, HTML, Dreamweaver, ASP, Oracle 9i Standard.
- Document Type Definition (DTD), specific to different manuals.
- Authoring Environment: Electronic Technical Publication System (**ETPS**) on SUN SOLARIS Platform. Xyvision Enterprise Solutions, Inc. (XyEnterprise) **Content@**, XML content management and automated publishing tool. **Arbortext Adept Editor**, XML/SGML authoring tool and **Interleaf/Quick Silver**, XML authoring tool.
- Knowledge of online slide presentation tools: Prezi, Haiku Deck, Windows Live Movie Maker, Animoto, Kizoa, and ProShow.

