

# Martin Azevedo

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Oakland, California  
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**OBJECTIVE:** A permanent or contractual position as a technical writer.

## EMPLOYMENT EXPERIENCE:

**Legal Executive Assistant**, *Axys Pharmaceuticals, Inc.*, South San Francisco  
January 2001 - Present

- Generated legal documents and tracked status of all inter-company contracts and agreements.
- Responsible for maintaining files of multiple executives in legal and financial departments.
- Edited executive correspondence and other business-related writing.
- Demonstrated flexibility and skill in responding to the organizational and technical needs of several departments.

**Freelance Writer**, *Various publications*, March 1993 - Present

- Published in *RollingStone.com*, *BAM* magazine (California), *Kulturknall* magazine (German-speaking Europe).
- Conducted interviews and produced profiles, reviews, opinion and humor articles in accordance with editor specifications.
- Consistently met deadlines, often on short notice.

**Database Conversion Consultant**, *Charles Schwab Corp. Foundation*, San Francisco  
June 2000 - Dec. 2000

- Converted entire Foundation database of active and historical financial information for import into new database.
- Documented procedures for using new and previous database software.
- Trained employees in use of new database system.
- Answered technical questions and resolved technical and procedural problems.

**Technical Support Desk Manager**, *Luminant*, New York Sept. 1999 - June 2000

- Created Support Desk department for new branch of nationwide company.
- Supervised three technicians serving hardware and software support needs for 120 employees in a growing Internet consulting firm.
- Diagnosed and resolved thousands of technical computer and network problems.
- Helped to coordinate and execute merger of two company branches which used different computer networks and department structures.

**Matching Gift Program Coordinator**, *Charles Schwab Corp. Foundation*, San Francisco  
April 1998 - April 1999

- Acted as sole department contact for nationwide employee contribution program.
- Wrote manual documenting department procedures and all uses of custom database package.

**Technical Support Representative**, *Whole Earth Networks*, San Francisco Jan. - Sept. 1997

- Created an extensive database of instructional messages to explain technical procedures and company policies to customers of an Internet Service Provider.
- Dealt directly with thousands of frustrated or dissatisfied customers, resolving technical problems and strengthening customer loyalty.

## TECHNICAL EXPERIENCE:

**Operating Systems:** Macintosh OS 9, Windows NT & 98, some Unix & Linux.

**Software:** Microsoft Office, Macromedia Dreamweaver/Fireworks, Adobe PhotoShop/Illustrator, Filemaker Pro, Microsoft Access and 4D Database applications; various other HTML editor, FTP, email and web browser applications, including BBedit, Fetch, WSFTP, etc.

**EDUCATION:** Baccalaureate, Theater Arts, University of California at Santa Cruz, 1989.

*References are available upon request.*