



PHILIP M. von HAKE

*"a message to help
clear the air"*

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Service Offerings *Technical, Professional, and Strategic Communications Consulting,
with an emphasis on Clean-Technology and Green-Future Issues*

Mission Statement *To create "a message to help clear the air," helping those who work for a more
sustainable future by providing them with more powerful communications*

Professional Experience

- 2002 – Present** *Technical, professional, and strategic communications consulting –
both in print and on-line – for Clean-Technology and Green-Future
issues: energy, land use, transportation, waste management, water, etc.
Clients have included the Colorado Energy Science Center, Colorado
Renewable Energy Society, Hamlin Electric Services, N Line Electric,
Sustainable Futures Society, and several election campaigns.
Efforts have resulted in clients who are better able to communicate
their message, thus helping to "clear the air" for their audiences*
- 2002 – 2005** *Created and maintained all end-user (manuals, help screens) and project
(requirements, status reports, etc.) documentation for "MSHA Standardized
Information System (MSIS)," a multi-year effort to further automate MSHA's
Identification, Assessment, Certification, and Enforcement efforts.
Efforts resulted in much more consistent & usable documentation for MSIS users*
- 2001** *Created and updated User Guides, Online Help, and other documentation for
several energy-information database and mapping software products.
Efforts resulted in greatly reducing extensive documentation backlog at Platts*
- 1999 – 2001** *Consulting duties involved creating documentation for clients such as AT&T
Broadband, Newmont Mining, StarzEncore, Internet startups, and others.
Practice Management duties involved starting a Technical Communication
Practice for Idea's Denver office: developing new business opportunities,
evaluating prospective consultants, and various managerial functions.
Efforts resulted in several new business opportunities for Idea Integration,
helping them to become more of a total solution provider of IT consulting*
- 1986 – 1995** *Developers of case management software for legal and professional offices.
Responsible for creation of user manuals, training guides, multimedia demos,
marketing materials, newsletters, and other communications. Other duties
included software support, marketing, and administration.
Efforts resulted in much more consistent and presentable documentation,
leading to a merger with another software company*

Professional Experience (continued)

2001	<i>Technical Writer</i>	Qwest – Web Hosting Services (Denver, CO)
1998 – 1999	<i>Technical Writer</i>	Netscape / Citibank (Golden, CO)
1997 – 1998	<i>Doc. Specialist</i>	Colorado Department of Labor (Denver, CO)
1997	<i>Technical Writer</i>	Broadband Associates / mSHOW (Littleton, CO)
1996 – 1998	<i>General Manager</i>	Colorado Thunder Women's Pro Volleyball Team (Denver, CO)
1996 – 1997	<i>Sr. Document Mgr.</i>	InfoAmerica, Inc. (Ft. Collins, CO)
1995 – 1996	<i>Software Support</i>	QUARK, Inc. (Denver, CO)
1986 – 1988	<i>Drummer</i>	"No Profit" Rock & Roll Band (Boulder, CO)

Professional Awards

- 2000 **Achievement Award for Training Guides** in the Rocky Mountain Chapter of the Society for Technical Communication's Publications Competition
- 1999 **Sales Talk Champion ("The Gold Plaque")**, Dale Carnegie Sales Advantage Course

Education

- 1998 – Present **Graduate Certificates in Technical Communication and Interactive Media** – (and currently working on a **Masters in TC**) University of Colorado, Denver
- 1999 – 2000 **Dale Carnegie Sales Advantage Course** (Denver, CO)
- 1994 – 1995 **Typography and Design** courses – Community College of Denver (Denver, CO)
- 1988 – 1989 **Lifespring** Personal Effectiveness Course (Denver, CO)
- 1982 – 1987 **Bachelor of Science, Business Administration** (Information Systems emphasis, with a Minor in Political Science) – University of Colorado, Boulder

Professional Affiliations

- 2002 – Present **Sustainable Futures Society** – www.sustainablecolorado.org (Board Member)
- 2001 – Present **Colorado Renewable Energy Society (CRES)** – cres-energy.org (Board Member)
- 1998 – Present **Society for Technical Communication (STC)** – www.stcrmc.org
- 1996 – Present **Boulder Writers Alliance (BWA)** – www.bwa.org
... and contributing information for all of these groups' web sites

Volunteer Experience

- 1995 – 1999 **Coach and Clinician** for Boulder Volleyball Club (Boulder, CO)
- 1995 – 1996 **Athlete Services/Team Liaison** for Atlanta Committee for the Olympic Games – Volleyball Competitions during Test Event and Olympic Games (Atlanta, GA)
- 1992 – 1996 **Line Judge** for University of Colorado Women's Volleyball (Boulder, CO)
... and many other ongoing and one-time volunteer efforts

Computer Skills	Operating Systems	MS Windows XP/2000/98/NT/95/3.x, DOS, UNIX, MacOS
	Document Creation	MS Word, WordPerfect, QuarkXPress, Adobe Acrobat and FrameMaker
	Web Design	Dreamweaver, FrontPage, HTML, DHTML/JavaScript, PHP
	Multimedia/Graphics	Visio, MS PowerPoint, Macromedia Director/Flash, Paint Shop Pro
	Other Applications	MS Outlook, Excel, Visual Source Safe, Rational Suite
	Learning	XML, Macromedia Studio MX, Adobe PhotoShop, RoboHelp

Additional Information

- ? Owner of a Toyota Prius (Gas-Electric Hybrid Car) since 2000
- ? Active Cyclist and Ice Hockey player

References Available Upon Request