

Owen Heisler

Freelance Technical Writer and Editor

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Summary

Thank you for viewing my profile!

I am a technical writer and editor, available for freelance work and interested in full-time offers.

My experience includes:

- writing and editing high quality technical documentation,
- maintaining tool-chains for documentation generation (Markdown, Pandoc, PDF, EPUB, etc.),
- using the Git version control system,
- Debian GNU/Linux and remote Linux system administration, and
- designing professional audio systems.

My interests include:

- supporting the free and open source software community,
- designing professional audio systems for speech, and
- writing educational documentation for speech reinforcement (public address) systems.

I would like to work for an employer or client who:

- supports the free and open source software community,
- encourages me to offer suggestions and display my talent in unexpected ways, and
- gives me opportunities to learn new skills and build my career.

Professionalism, timeliness, reliability, and communication are very important to me. Please contact me about your job. I would like to tell you more about how I can help you and share relevant examples of my work.

Experience

Freelance Technical Writer at Self Employed

September 2016 - Present (1 month)

I do freelance work, writing and editing technical documentation. Please contact me if you have a technical writing job that needs completed professionally and promptly.

My Upwork profile:

http://www.upwork.com/o/profiles/users/_~0123197429114021d6/

Christian Minister at Nondenominational Christian Fellowship

December 2007 - July 2016 (8 years 8 months)

Traveling minister according to the New Testament. I worked primarily in Kansas, Nebraska, & Oklahoma; also in twelve other states and in Canada. I enjoyed helping people, and gained experience with communicating, teaching, and counseling, even across culture, language, and personality differences.

During this time, I worked on several projects, including:

- an embedded wireless router/server running Debian GNU/Linux for VPN and backup use (with a published tutorial for the configuration);
- Python software and toolchain development for address databases (validation, printing, and export);
- Bible ebook generation using Markdown, Pandoc, and Python;
- research and development of a professional audio system for speech reinforcement, with automatic room correction and an exhaustive user manual;
- technical documentation for professional audio systems (general theory);
- research and development of a second, portable professional audio system for speech, with improved automatic room correction; and
- maintenance, construction, and meal planning for annual church conventions with up to 1,500 attendees.

Collections Research Agent at Systems & Services Technologies, Inc.

March 2007 - July 2007 (5 months)

At a credit card account servicing call center (inbound and outbound): researched delinquent cardholders, provided customer service, and collected on past-due accounts.

Computer Technician at Self Employed

January 2004 - June 2006 (2 years 6 months)

Consulting and repair work for numerous individuals in the area. Included operating system reinstallations, hardware upgrades, software installations, and general troubleshooting. Also did graphics, design, and publishing work for a wedding coordinator.

Computer Lab Assistant at Humboldt School District

April 2004 - July 2004 (4 months)

Hired as a sophomore to clean all the computers in the district's computer labs during the summer break. I worked on my own, cleaning keyboards, mice, monitors, and inside cases.

Projects

Church Convention Sound System and User Manual

October 2010 to October 2012

Members:Owen Heisler

I designed a sound system to meet the following requirements:

- Designed especially for speech, with tailored signal compression.
- With complete user manual provided for users who are not audio professionals (see manual provided).
- Engineered to minimize single points of failure with a fully isolated emergency signal path and a uninterruptible (battery backup) power supply.
- Performs automatic room equalization using pink noise and a target curve.

Click on the project heading above for more information.

Debian GNU/Linux Router Setup Tutorial

January 2010 to April 2012

Members:Owen Heisler

I configured a Soekris net5501 rack-style, low-power Flash-based computer for use as a home router. It ran 100% stock Debian, supported dual-stack IPv4 and IPv6 (with a SixXS tunnel), provided isolated public and private wireless networks, offered traffic shaping for multiple users, and included a firewall with port forwarding. The router also provided a mesh VPN node and file storage (with an installed hard drive).

Click on the project heading above for more information.

Book: "Sound Reinforcement for Speech"

August 2013 to Present

Members:Owen Heisler

This book, a work in progress, is intended to help readers setup, improve, maintain, and operate sound systems for speech reinforcement applications. The target reader is technical but has neither professional audio education nor experience. It covers sound reinforcement step-by-step, following the signal path from the voice of the speaker to the ear of the listener, with both theory and practical application at each step.

Click on the project heading above for more information.

Collections Research Agent Policy Flowchart

June 2007 to Present

Members:Owen Heisler

Agents followed a procedure policy for their work, and were also required to follow daily policy updates that were not included in the policy manual. In order to clarify what was required of Agents, I wrote and maintained procedure policy flowchart.

Click on the project heading above for more information.

Python Personal Email Address Collector

September 2014 to October 2014

Members:Owen Heisler

I wrote a Python application for collecting email addresses from email messages. Addresses can be added by sending a message on standard input or my adding on the command line. Addresses can be retrieved by using a keyword. Old addresses are automatically purged.

Click on the project heading above for more information.

Education

DeVry University

Network Communications & Management, 2006 - 2006

Activities and Societies: Dean's Scholarship (based on ACT score)

Allen County Community College

For transfer, General Studies, 2003 - 2006

Activities and Societies: Phi Theta Kappa (####) Honor Society

Humboldt High School

High School, Emphasis on Math, Science, and Technology, 2001 - 2006

Activities and Societies: Advanced placement in Math and Science, Summer River Study Project with presentation to Kansas Small Schools Association, Kansas Regents Curriculum, Kansas State Scholar, District Technology Assistant, Gifted program, Scholars' Bowl, Summit Leadership Forum Nomination, Congressional Student Leadership Conference, Who's Who Among American High School Students, Talent Search program

Skills & Expertise

Technical Documentation

Technical Writing

Linux

Open Source Software

Network Administration

Debian

Self-management

Communication

Public Speaking

Windows

Professional Audio

Shell Scripting

Microsoft Excel

Microsoft Word

Mac OS

Technical Support

Computer Hardware

Event Planning

Leadership

Teamwork

Troubleshooting

System Administration

Microsoft Office

Git
Customer Service
Markdown

Test Scores

ACT Test

December 2004 Score:33 (99th percentile)

Test results:

English, 31, 97th percentile

Mathematics, 31, 97th percentile

Reading, 34, 98th percentile

Science, 36, 99th percentile

Composite, 33, 99th percentile

Honors and Awards

High School Valedictorian

Humboldt High School, U.S.D. 258

May 2006

I completed high school with a GPA of 3.957, the highest of the 46 students in my graduating class.

Kansas ACT Scholar

Kansas Board of Education and Kansas Board of Regents

2006

During the 2005-2006 school year, I received a composite score of 33 on the ACT Assessment, and thus was "recognized as a Kansas ACT Scholar".

Kansas Honor Scholar

The University of Kansas Alumni Association

February 2006

The Alumni Association of the University of Kansas recognizes Kansas high school seniors who have a "consistent record of superior academic achievement".

Dean's Scholarship

DeVry University

April 2006

DeVry's "Dean's Scholarship" was awarded to me during the application process, based on my ACT composite score of 33.

Presidential Scholarship Alternate

DeVry University

May 2006

I was selected as an alternate for receipt of DeVry's "Presidential Scholarship", valued at \$60,000, based on my ACT composite score of 33 and an essay.

Kansas Scholars Curriculum Completion

Kansas Board of Regents

April 2006

I was awarded a certificate of recognition upon graduation from high school for completion of the Kansas Scholars Curriculum. This curriculum requires completion of 4 units of English, 4 units of Mathematics, 3 units of Science, 3 units of Social Studies, 2 units of Foreign Language, and 1 unit of Computer Technology.

Kansas Mathematics Assessment "Exemplary"

Kansas Board of Education

2004

During the 2003-2004 school year, I scored "Exemplary" on the Kansas Mathematics Assessment.

Kansas Reading Assessment "Exemplary"

Kansas Board of Education

2005

During the 2004-2005 school year, I scored "Exemplary" on the Kansas Reading Assessment.

Kansas Writing Assessment "Advanced"

Kansas Board of Education

2002

During the 2001-2002 school year, I scored in the "Advanced" category on the Kansas Writing Assessment.

Outstanding Senior in Math & Science

Humboldt High School Mathematics & Science Instructors

2006

The Mathematics and Science Instructors at Humboldt High School selected me for an award given for "hard work and dedication that has led to an exceptional achievement" to one student in the senior class.

Scholars' Bowl Team Competition Awards

2006

In a collaborative academic competition similar to "Quiz Bowl" or "Scholastic Bowl", my team of four people received three competition awards during my time in high school.

Pittsburg State University Math Relays

Pittsburg State University

2005

In an annual math relay event for area students, I placed in three categories by myself and in one category as part of a team.

Languages

English

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1 person has recommended Owen

"Owen has outstanding character traits, including honesty, humility and integrity to name a few. He is eager to learn and a hard worker, who understands current technology. I know he would be an asset to any company that needs a technical writer. You may contact me directly for a personal reference."

— **Charles Sterling**, *IT Project Manager, Kiewit*, worked directly with Owen at Nondenominational Christian Fellowship

[Contact Owen on LinkedIn](#)