

James Jared Ford

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SUMMARY OF QUALIFICATIONS

- Bachelor of Science degree in English, Professional and Technical Writing emphasis
- 5+ years Technical Writing experience with adherence to a variety of Federal regulations, State codes, and complex company policies in highly technical industries
- Student editor for issue #8 of the Route 7 Review online literary journal (Fiction and Visual Art sections)
- Authored Wellness Rooms grant proposal for the Washington County School District Foundation, Spring 2020
- Extensive knowledge of Microsoft and Google programs, MLA and APA style and usage guidelines

EDUCATION

B.S. in English - Professional and Technical Writing

May 2021 — Dixie State University (Saint George, UT).

Senior Thesis: “Hermeneutics and ‘Human Evolution’: A Rhetorical Analysis of J.W. Powell’s 1883 Address to the Anthropological Society of Washington.”

WORK AND PROFESSIONAL EXPERIENCE

Stadler US — Engineering — Documentation Specialist

April 2022 – Present

- Reviewing all documentation, such as: engineering data, production protocols, commissioning test reports, and internal (Quality Control) and external inspections
- Tracking, processing, and assisting with resolution of issues, such as: data discrepancies, test/tolerance failures, incomplete identifying information, and formatting and filing errors
- Providing progress reports and deliverables (Vehicle History Books), and integrating sub-supplier documentation for fulfilment of contractual requirements
- Maintaining physical and digital copies of all documentation, both internal and external

SkyWest Airlines — Maintenance — Technical Publications Writer

March 2021 – October 2021

- Produced, revised, and audited General Maintenance Manual (GMM) sections, Standard Operating Procedures, and Appendices using ArborText XML, Visio, MS Suite, and Google Suite software programs to ensure compliance with Federal Aviation Administration standards and relevant Federal Aviation Regulations (submitted for Federal review via SharePoint file-sharing)
- Coordinated interdepartmental reviews and consultation with Subject Matter Experts (SMEs) for major section revisions
- Maintained Federally and internally auditable recordkeeping of company documents pertaining to all stages of revision processes

SkyWest Airlines — Flight Operations — Crew Coordinator and Scheduler

November 2017 – November 2018

- Performed essential daily airline operation duties, such as building and assigning trips to crewmember schedules, reflowing flights in progress to save delays and cancelations and monitoring legalities for relevant FARs
- Gathered, organized, and formatted information essential to daily airline operation duties to save delays and cancelations; monitored legalities for relevant Federal Aviation Regulations for up to 2400 flights per day
- Accountable for dozens of crew members daily with a multiplicity of questions and problems related to SkyWest policy, Federal Aviation Regulations, and operations
- Quickly learned a wide range of new software, including CrewTrac, FlightTrac, Fusion GPS, Deltamatic, United SHARES, SkyWest Online tools, and others
- Coordinated with OCC/Dispatch to solve operational issues, and worked with Training, InFlight Support Center, Crew Pay, and other departments to develop improvements, answer questions, and assist crewmembers

Dixie State University — Facilities Management — Campus Planning Assistant

May 2014 – April 2017

- Drafted drawings for various campus projects and gained three years of AutoCAD LT (self-taught) and six months of ArcGIS software experience
- Assisted in campus planning and construction design. Coordinated with contractors and various campus departments to drive and follow cross-team processes
- Revised campus improvement projects by drafting, editing, and filing plan layout drawings
- Assisted with Risk Management and State documents to ensure various projects adhered to laws, regulations, and standards

PROFESSIONAL SKILLS

Functional Experience with XML, Microsoft Word, Excel, PowerPoint, SharePoint, and many other specialized workplace programs such as AutoCAD, Fusion GPS, and ArcGIS

Editing, proofreading, collaborative writing, revision feedback, and distilling complex processes

Research, document design, grammatical standardization, and content drafting within strict legal and policy constraints; excellent organizational skills and experience with meticulous recordkeeping

Interpersonal experience in customer and team contexts; dependable and punctual

REFERENCES

Hannah Milne
Operations Specialist
Rupa Health
435-237-7422

Donna MacMillen
Technical Publications Writer (GMM)
SkyWest Airlines
406-370-5358

Jon Gibb
Facilities Planning Director
Dixie State University
435-652-7551

Randy Strate
Manager of Quality Control
SkyWest Airlines
801-910-2694

Shauna Gardiner
Manager, Crew Support Operations
SkyWest Airlines
435-634-3814

Sherry Ruesch
Executive Director, Facilities Management
Dixie State University
435-652-7562