

Dear Hiring Manager:

I am seeking employment in the Portland area, preferably in a 3D modeling capacity. (See my website at: [www.glennmcafee.com](http://www.glennmcafee.com))

In my current position at JAE-Oregon, my primary duty is creating 3D models from 2D Japanese CAD drawings, making corrective modifications and then detailing clean 2D drawings for our US vendors. These are usually close-tolerance molding and stamping parts (as close as  $\pm 2\mu\text{m}$ ). In an effort to resolve interference issues, I quite often need to create a 3D assembly of a mold cavity, which requires building accurate models of all the parts included. This includes documentation of revision changes.

In my most recent position at VTEL, where we designed and manufactured video teleconferencing systems, I was responsible for the design of custom sheet metal enclosures for our products, using SolidWorks™ 3D modeling software.

I was also responsible for the creation of technical documentation, and the creation and management of our corporate and support web sites. In addition, I performed many services not defined by my job description, including graphic designs, client-side PC support (hardware and software), and provided cost reduction ideas for our Manufacturing facility.

Please feel free to request samples of recent project models, or to email a sketch from which I can create a 3D model and return.

Because of my strong work ethic, I have received high marks and very positive feedback from all of my employers. I strongly believe in dedication and commitment to the company and my co-workers.

I would like the opportunity to demonstrate my value-add capacity in a personal interview.

Warmest regards,  
Glenn McAfee

Summary

Dedication and commitment to quality. A self-motivated technical professional with design and prototyping experience. Flexibility and willingness to learn new concepts and products with the diligence to perform tasks with little or no supervision. Specific areas of expertise include, but are not limited to:

- SolidWorks™ 3D modeling
- FrontPage™ web authoring
- Flash™ animation
- Technical Writing
- Technical Illustration
- PC Hardware Support
- Software Support
- Macromedia Fireworks
- Working knowledge of AutoCAD (2D)

Professional Profile

**JAE Oregon**, Tualatin, OR ..... (2/06 to present)

*CAD Technician* (Engineering)

- 3D Modeling (SolidWorks™)
- Detailing 2D Drawings (SolidWorks™ & AutoCAD™)

**VTEL Products Corporation**, Austin, TX (10 Years - January 1995 to March 2005)

*VTEL Product Development* (Engineering) ..... (1/00 to 3/05)

- SolidWorks™ 3D modeling and hardware prototyping
- AutoCAD™ 2D cable design modifications
- UI graphic support (backgrounds and icons)
- Owner of technical documentation
- Creation and verification of new-product bill of materials

*VTEL Product Support* (Engineering Services) ..... (6/96 to 1/00)

- Engineering-level support for our Technical Support Center.
- In-house problem duplication for the purpose of implementing design changes.
- Sole developer, manager and maintainer of the VTEL support web site with technical documents, illustrations and software simulations using HTML, Cascading Style Sheets, JavaScript and Flash animations.
- Trend analysis.

*VTEL Customer Support Technician* (Services) ..... (1/95 to 6/96)

- Second-level technical support for video teleconferencing systems.
- Set up and managed a technical BBS (Bulletin Board System).
- Rewrote and illustrated the *Service Diagnostics* and *Component Replacement* chapters of our Technical Reference Manual.
- Created an illustrated, instructional document for integration of RGB monitors with VTEL equipment.
- Provided internal and external system cabling illustrations.
- Provided client-side network support on PC hardware and software, as well as Novell® client and Microsoft® peer-to-peer network support.

**Dell Computer Corporation**, Austin, TX (10/92 – 12/94)

Tech-II Hardware/Software Technical Support

- Diagnosed and resolved system problems.
- Provided support for Windows® operating systems and related applications.
- Developed graphical training aids for customer database.
- Maintained 95%+ diagnostic accuracy on service calls issued.

### Accomplishments

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Dell – I took a position in Technical Support at Dell Computer Corp. and within six months, achieved proficiency in the products we supported, attained a 95%+ diagnostic accuracy rating, and assisted in new-hire training. I received a promotion into Software Support within one year.

VTEL – As a VTEL employee, I saw the need for an on-line technical resource and started the company's first technical web site. It can be seen at [www.vtel.com/support](http://www.vtel.com/support). For the last two years of my employment, management of the corporate website, [www.vtel.com](http://www.vtel.com), became my responsibility as well.

### Recognition

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#### **VTEL**

- ❑ Multiple awards for accomplishments and services rendered beyond my job description.

#### **Dell Computer Corporation**

- ❑ Bronze Star Award for risk-taking and customer advocacy.
- ❑ Thirteen commendations for performance and customer satisfaction.
- ❑ Seven customer letters of appreciation.

### Technical Expertise

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- SolidWorks 3D modeling
- Limited familiarity with AutoCAD 2D
- Macromedia Fireworks
- MS Office 2000
- Microsoft Network
- MS DOS 5.0 - 7.0
- Web Design
- TCP/IP
- MS Windows 95/98/NT/2000/XP
- IBM-Compatible PC's
- MS Windows 3.1

### Education

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Graduate, Chief Sealth High School, Seattle, WA

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