

JOHN A. BONELLO

WRITER

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PROFESSIONAL SUMMARY

I'm a passionate storyteller and consider writing a way of life. I believe that good communication improves the way people see and experience the things that surround them. As a writer I consider myself disciplined, responsible and accomplished. I have completed many creative writing projects and published several books as well as quality product documentation and technical articles. My motivation is born from the need to create, and my drive for excellence is coded in my DNA. I have been writing everyday for the past 10 years and occupied a content writing position for these last 5 years.

SKILLS

- Excellent writing skills, including editing and proofreading – personal portfolio comprises 6 published books, blogs, press releases, white papers and success stories, training material, web content and marketing material
- Excellent communication skills
- Project management – able to meet goals and objectives in time and in an organised manner
- Proficient use of three languages (Maltese, English and Italian)
- Skilled in a variety of applications including MadCap Flare authoring tool, Alchemy Catalyst localization tool (translations), email archiving solutions, web monitoring software, Microsoft Dynamics applications, Proshow Gold and Microsoft Office tools
- Expertise in content writing, technical documentation, software documentation, content management and localization management
- Good knowledge of the business processes in various industries, namely those in the retail & distribution sector, food manufacturing and IT services organizations

EXPERIENCE

GFI Software
2010 – present

Content Writer

- Active contributor and key coordinator of user documentation for a selection of GFI products; End-to-end maintenance of product guides targeted at different audiences; Project Management of several concurrent localization and validation projects for all GFI products. These comprise translation of User Interface as well as product documentation in a number of languages per product;
- Authoring of white papers, blogs and other relevant

- communications related to product releases;
- Editing and proofreading documentation written by other writers within the team;
- Creation of testing environments to evaluate and familiarize with entrusted software products;
- Liaising with software development teams, marketing people and product owner to gather requirements and deliver documentation that meets expectations;
- Creation of departmental process policy documents and product demonstration videos;
- Management of web content related to product documentation.
- Creation of training material for partner training programs. Includes preparation of course work, examination and training videos

**Philip Toledo
Ltd**
2010 - 2010

Business Applications Consultant

- Offering consultancy to clients for the implementation of the following software applications: Access Dimensions; Access Focal Point; Access Document Management
- Installation of hardware related to the software applications being implemented
- Training of company and client staff in the optimal use of such software
- Delivery of a high level of on-site, off-site and telephone support.

Megabyte Ltd
2006 - 2010

Applications Consultant and Trainer

- Implementation of software applications
- Microsoft Dynamics RMS Retail Management System - Certified Implementer
- Microsoft Dynamics GP - Financial Application - Certified Implementer
- Microsoft Dynamics CRM - Customer Relationship Management System
- Installation of hardware related to the software applications being implemented
- Training of Company and client staff in the optimal use of such Software
- Creation of training material, software manuals for customized solutions, white papers and customer success stories
- Delivery of a high level of on-site, off-site and telephone support
- Assisting the Project Leader or Manager in providing estimates when planning projects
- Pre-sales and proposal management

- Client Account Management
- Escalation of major software/functionality problems to second line help.

Megabyte Ltd **Sales Executive**
2005 - 2006

- Pre-sales and proposal management of Hospitality Solutions (Micros-Fidelio) to major Hotel Chains and Restaurants
- Requirements Gathering exercises with prospects
- Performing after sales and customer care duties
- Relationship Management of existing clients in the Hospitality Sector
- Supplier accounts management
- Research and Development tasks related to new technologies or practises within the sector
- Authoring press releases, testimonials, customer success stories and web content for company website.

Megabyte Ltd **Stores & Logistics Executive**
1999 - 2005

- Managing the purchasing of the company, including creating orders, managing approvals and liaising with suppliers
- In charge of inventory within the stores
- Sales transaction processing
- Import and export processing
- Logistics tasks, including site visits, co-ordination and deliveries of major infrastructure projects.

OK Products Ltd **Administration Executive**
1995 - 1999

- General book keeping
- Payroll, credit control and debt collection
- Bank duties, including deposits, transfers and Letters of Credit
- Administration of the purchasing order cycle with both local and foreign suppliers
- Scheduling deliveries with preparation of related documents
- Handling Import procedures including Customs entries and liaising with freight forwarders
- Design of new product packaging, company profile and advertising campaigns.

EDUCATION

University of Malta **Certified Proof Reader (Maltese)**
2010 - 2011

- Main areas of study: Proof Reading skills, Technical aspects in book design, Morphology, Phonology, Punctuation.
- Level 5 Certification (National Qualification Framework)

**London
Metropolitan
University, UK**
2001 - 2004

International Advanced Diploma in Computer Studies

- Main areas of study: Network Environment; Business Management; Business Systems Analysis; Web Design; Project Management
- Level 5 Certification (National Qualification Framework)

**Microsoft
Certified
Dynamics
Specialist**
2001 - 2004

Certified Dynamics Specialist

- Microsoft Dynamics GP - ERP Business application
- Microsoft Dynamics CRM - Customer Relationship Management System
- Microsoft Dynamics RMS - Point of Sale System

COMMUNITY SERVICE

- Every year I visit schools to deliver several talks to children and young adult students about creative writing and publication as a voluntary contribution
- I also maintain a personal blog dedicated to creative writing, aimed at helping students and budding authors interested in the processes behind authoring and publishing

REFERENCES

- Mr. Chris Scicluna, Product Manager, Casumo Services Ltd. - contact: contact@chrisscicluna.com
- Ms. Ramona Mifsud, Marketing Co-ordinator, BMIT Ltd - contact: ramona.mifsud@bmit.com.mt
- Mr. Omar Zammit, Software Developer, B3W - contact: zammit.omar@gmail.com
- Mr. Albert Muscat, Director of IT, Dragonara Casino - contact: albert.muscat@gmail.com
- Mr. Nicholas Aquilina, Research Engineer, GFI Software Ltd - contact: nickaquilina@gmail.com

LANGUAGES

- Proficient use of Maltese, English and Italian

AWARDS

- 1 st Prize, National Book Award 2012 awarded for my 3 rd published book, '**Is-Sitt Aħwa**'(The Six Brothers)
- 1 st Prize, National Book Award 2010 awarded for my 2 nd published book, '**L-Aħħar Holma**' (The Wise Man's Dream)
- Awarded 'Gieħ Ħad-Dingli', a prestigious title for my first self-published book '**It-Tielet Qamar**' (First Quarter) in 2008

PUBLICATIONS

Novels:

- ***It-Tielet Qamar***, Merlin Publishers, 2008
- ***L-Aħħar Ħolma***, Merlin Publishers, 2010
- ***Is-Sitt Aħwa***, Merlin Publishers, 2012
- ***Fil-Mergħat tal-Impossibbli***, Merlin Publishers, 2013
- ***Irvin Vella, Investigatur Virtwali 1: Il-Każ Manduca***, Merlin Publishers, 2015
- ***Jien, Wieħed Minnhom***, Merlin Publishers, 2015
- *Irvin Vella, Investigatur Virtwali 2: Il-Każ tas-Serqiet Strambi (In production: 2016)*
- *Dystopia (my first English novella) (In production: 2016)*
- *Irvin Vella, Investigatur Virtwali 3: Il-Każ tal-Gzejjer tat-Teżor (In production: 2017)*
- *Irvin Vella, Investigatur Virtwali 4: Il-Każ tad-Dukessa ta' Napli (In production: 2018)*

Online:

- [The Transmissions](#), an organic serial story told in 100-word episodes on medium.com

Short stories:

- **It-Tifla li Qalbet il-Muntanja Rasha 'l isfel** - included in a series of e-stories bundled in an App for AppleIOS, downloadable from the Apple App Store.
- **Vjaġġ ta' Darba** - published as part of curriculum material for form 3 students in the scholastic book 3.MT
- **Karozza Bħal Tagħha**, published in *Leħen il-Malti*, an anthology of short stories, 2014
- **Sinna** (2014), **Buffura Kliem** (2014), **Din in-naħa tal-fliegu** (2015) and **Il-Ħalliel tal-Kliem** (2015) - flash fiction published online on the Tell Me 200 (Għidli Mitejn) project
- **Is-Saħħara t'Għajn Tuffieħa** - published in a collection of short stories for children entitled 'Djamantini', a collaborative project for charity, 2015
- **Bint l-irjieħ**, published in *Leħen il-Malti*, an anthology of short stories, 2015