
EXPERIENCE

01/2018 - 12/2018

TEKsystems

Syracuse, NY

TEKsystems is an employment agency specializing in information technology staffing.

Security Technical Writer

Working in office and remotely as a contractor for AXA Financial, write and edit policies, processes, and procedures for the Chief Information Security Officer.

- Created Style Guide, Glossary of Terms, and Job Aid (containing workflows, email templates, and review stages) and collaborated with other technical writer on creating templates and a template styles cheat sheet.
- As part of IT hardware asset management documentation team, participated in daily meetings and collaborated with 6 workstream owners to put together process and procedure documentation for each workstream (x16), plus associated policies (x3), naming convention, and glossary of terms.
- In collaboration with software asset management lead, put together policy, process, and gap documents. Because there was not a dedicated team for this project, spent a considerable amount of time scheduling meetings, following up with stakeholders and SMEs, and meeting with lead to complete deliverables in time for audit.

07/2016 - 01/2018

Med Communications

Canastota, NY

Med Communications is a provider of medical information for pharmaceutical and biotechnology manufacturers.

Communications Manager

As a remote employee, continued efforts to increase outreach to potential clients through social media, the website, and improved marketing materials.

- Researched and developed or edited content for blog posts, then posted to website using WordPress and posted links to company LinkedIn page and Twitter (using Hootsuite).
- Prepared and implemented promotion plans for trade show attendance, including promotion of booth, giveaway, and associated sessions co-workers lead or attend in blog posts, social media, and the website.
- Created new marketing materials, such as case studies and flyers, using InDesign and Acrobat, and edited existing materials, such as brochures and presentations, when they were revamped.
- Edited website before launch of new branding initiative and continue to make edits to company website.
- Managed editing team in taking over and revamping company employee newsletter, which was sent out via Mail Chimp. Continue to gather stories and publish each bi-weekly newsletter.
- Collaborated with business development team on proposals and presentations for RFPs.
 - Edited proposals and presentations for grammar, spelling, punctuation, and formatting as well as clarity, brevity, and consistency with other similar documents.
 - Created proposal form in Word to accelerate responses to RFPs and created video in Camtasia to teach them how to use heading styles and Tables of Contents function in Word.
- Continued to work on AstraZeneca project for 20 hours/week on the Global Medical Information team, focused on creating process documents, updating Style Guide and associated tools (templates, job aids), and editing standard response documents.

08/2016 - 12/2016

Morrisville State College

Morrisville, NY

Adjunct Instructor

Taught Advanced Technical Communication to students in a variety of majors as one of their Humanities requirements.

- Created course from scratch, including lessons, assignments, and activities.
- Taught two classes per week (one course), incorporating real-world experience and major-specific needs to make course relevant and interesting.
- Communicated with students via Outlook and Blackboard Learn.

01/2010 - 07/2016

Med Communications

Memphis, TN / Canastota, NY

Senior Medical Editor

Working remotely, managed small editing team for US Medical Information team in AstraZeneca.

- Edited standard response documents, slide decks, clinical executive summaries, guidance documents, and dossiers using Word, Acrobat, PowerPoint, and Veeva Vault (CMS):
 - Ensured that documents followed project style guides and the *AMA Manual of Style*.
 - Corrected grammar, punctuation, and spelling errors.
 - Corrected formatting and ensured consistency among documents.
 - Collaborated with pharmacists to improve writing and presentation of ideas.
- Updated and maintained project style guides for US and global teams using Word and SmartDocs.
 - Managed updates through rewrites from various teams and the approvals process.
 - Trained all new hires on style guides via WebEx.
 - Created slide deck for global teams to perform their own style guide training.
 - Presented Style Guide Overview via WebEx to Medical Information department and developed certification test for attendees.
- Documented job instructions and workflows for writers and editors at beginning of project and during implementations of multiple new systems.
- Performed quality check of slide decks converted to HTML5 using iSpring software:
 - Compared iPad version of slide decks to PowerPoint on PC, then fixed errors with symbols, spacing, and text in PowerPoint or HTML5.
- Conducted troubleshooting for issues with Word and PowerPoint and documented workarounds.
- Created and maintained step-by-step documents with screen shots to train writers on particular aspects of Word, Acrobat, and PowerPoint.
- Recruited, tested, selected, and trained new editors for US and global teams.
- Developed, updated, and improved checklists, processes, and other documents to ensure consistency in editing.

07/2009 – 12/2009

General Physics

Olive Branch, MS

In this project, General Physics provided web-based training to insurance companies.

Editor

Working remotely, edited web-based training, storyboards, presentations, participant workbooks, and facilitator guides for CIGNA HealthCare’s employee training.

- Corrected grammar, punctuation, and spelling errors.
- Ensured documents followed project style guides and the *Chicago Manual of Style*.

10/2004 – 09/2008

Nextteq LLC

Tampa, FL / Olive Branch, MS

Nextteq sells chemical and gas detection products for the health/safety and law enforcement industries.

Senior Technical Editor

Working remotely, created new types of electronic publications to help customers understand new products and how to use them in new industries.

- Edited press releases, product manuals, brochures, datasheets, ads, letters, and contracts.
- Created content for website, including 13 new Technical Notes, 5 new webpages, and 3 new Fact Sheets.
- Created 3 new manuals for new products as well as updating 13 manuals for existing products.
- Updated Price List for distributors, tracking all changes for the new versions (2007, 2008) and managing approval process.

Documentation Manager

Responsible for all aspects of the Documentation department, including manuals, forms, part numbers, MSDS, and other items needed to establish or enhance processes, release products, or meet the company’s objectives.

- Created 14 new manuals for new products as well as 4 new manuals for existing products, establishing a new and consistent style and format. Worked with chemists and industrial hygienist to gather information and approve drafts.
- Managed product releases for VeriFit (1), ChemTest (10), and Civil Defense Kit (25) products, including preparing specifications and terms and conditions of sale, holding others accountable for bill of materials and pricing, assisting ad agency with product packaging, and creating manuals.

08/2000 – 09/2004

VeriFone, Inc.

Clearwater, FL

In this division of VeriFone, they sell point-of-sale terminals and software for the convenience store industry.

Marketing Communications Coordinator

Acted as “Product Champion” for software products, peripheral partners, and software features related to the Ruby point-of-sale terminal.

- Launched new upgrade to Ruby Manager software product, which involved:
 - Collaborating with software development project manager on the features of the new software;
 - Creating new packaging;
 - Establishing new systems for orders, shipments, and help desk responsiveness;
 - Handling customer, distributor, and internal requests concerning new version;
 - Communicating product details and processes internally;
 - Announcing release to external distributors.
- Established a product line for top 3 peripheral partners (back office, scanners, and loyalty providers), which involved creating or documenting procedures for certifying or endorsing new partners, creating datasheets, and gathering relevant data into FAQs for ease in answering questions.

03/1999 - 08/2000

The Omnia Group

Tampa, FL

The Omnia Group provides psychological employment testing for hiring personnel.

Operations Analyst

Responsible for analyzing personality profile data and writing 21-line profiles describing the applicant's personality traits, pace, communication style, and needs from management for use by Human Resources personnel.

- Continually increased production and quality as measured through production reports and "Most Valuable Profile" contests on a weekly basis.
- Proofread other analysts work for grammar, consistency, analysis, and content.
- Created a Procedures manual for department, outlining processes for creating various products, and enhanced and updated company policies and procedures manual.

09/1996 - 03/1999

General Physics

Tampa, FL

In this project, General Physics provided instructor-led training to manufacturing facilities like steel mills.

Technical Editor

Responsible for editing 5-30 training modules per week for multimillion-dollar projects.

- Edited for grammar, format, consistency, and ease of use, often re-writing sentences, paragraphs, or sections to speed production. Manuals were technical in nature; sometimes it was necessary to translate complex technical topics into an easily understandable and readable format.
- Developed project-specific templates and style guides to ensure consistency in format and style.
- Acted as a resource for desktop publishers and developers on matters of format, grammar, and style.

COMPUTER SKILLS

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| • Microsoft Office: Word, Excel, PowerPoint, Outlook, OneNote, SmartDocs | • Web programs: WordPress |
| • Adobe Creative Suite: Acrobat, InDesign, Photoshop, Illustrator | • Content repositories: Veeva Vault, SharePoint, box, Slack, Blackboard, Dropbox, Google drive |
| • Webinar platforms: WebEx, Adobe Connect, Skype | • Social media: LinkedIn, Twitter, Facebook, Hootsuite, MailChimp, Canva |
| • Screen capture: SnagIt, Camtasia, PowerPoint | • Event management: EventBrite, SurveyMonkey |

PUBLICATIONS

Using Editing Checklists for More Efficient Editing. *AMWA Journal*. 2013;28(4):164-166.

CERTIFICATIONS / CERTIFICATES

Board of Editors in the Life Sciences (BELS)-certified Editor in the Life Sciences (ELS)

EDUCATION

M.A. in Technical Communication 2013

Minnesota State University, Mankato

Coursework: Writing for the Health Professions; Technical Documentation, Policies, and Procedures; Editing Technical Publications; Editing for Style; Instructional Design for Technical Communicators; Writing for the Web; Research and Theory in Technical Communication; Rhetoric for Technical Communication; Technical and Scientific Prose; Technical Communication in Germany.

Other Coursework: Train-the-Trainer, Instructional Tools and Techniques; Technical Writing, Procedure Writing, How to Write User Manuals, Principles of Marketing, Design I, Typography, and Computer Illustration.

B.S. in English, with minors in Creative Writing and Women's Studies

SUNY – Oneonta, NY

RELATED VOLUNTEER ACTIVITIES

Society for Technical Communication (STC)

Associate Fellow	2018
Senior Member	2005 – present
President (Rochester chapter)	2017 - 2018

Board of Editors in the Life Sciences (BELS)

Supporting Member and BELS-Certified Editor	2013 - present
Councilor, Marketing and Promotions	2018 - present

American Medical Writers Association (AMWA)

Member	2010 – present
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SPEAKING ENGAGEMENTS

Past speaking engagements at regional STC chapter conferences, national STC conferences, and national AMWA conferences include: *Engineering Your Networking Experiences*, *Ready to Pivot, Advance, or Change? Use Side Gigs to Move Your Career Forward (co-presenter)*, *Using Checklists to Increase Consistency and Productivity in Communications Tasks*, *Ideas and Advice for Building Side Gigs at Your Day Job*, *Using Checklists for More Efficient Editing*; *Editing Yourself*; *Editing Evaluation Workshop*; *Editing Checklist Workshop*; *It's Not Magic, It's My Profession*; *Communicating with Others – Research Says!*; *Resumes – The Good, the Bad, and the Ugly*; *Bringing the Benefits of STC to Work*.