
EXPERIENCE

09/2017 – present Bookworm Editing Services Canastota, NY

Freelance Technical and Medical Editor

Working for pharmaceutical clients, doctors, and academics, I copy edit, fact check, and format manuscripts, standard response letters; AMCP, global value, and commercial dossiers; slides decks, proposals, and training materials. Audiences range from health care providers to journals to managed market payers.

Editing and formatting includes the following:

- Confirming document follows project style guides, journal style, and the *AMA Manual of Style*.
- Ensuring consistency in medical terminology, format, and style from section to section or document to document.
- Correcting grammar, spelling, punctuation, and formatting.
- Annotating and fact checking data points against journal articles and other materials.
- Verifying accuracy of references, editing for appropriate style, and adding references to EndNote library.
- Providing structural elements (table of contents, headers, and footers) that aid in navigation.
- Assisting writers with precision, clarity, syntax, diction, and presentation of ideas.

07/15/19 – 02/28/20 ISSI Technology Professionals Seneca Falls, NY

Technical Writer

ISSI Technology Professionals is an employment agency specializing in information technology staffing.

Working in office as a contractor for ITT Inc / Goulds Pumps, I write and edit standard operating procedures (SOPs) for the information technology (IT) department.

- Worked with subject matter experts to create or improve documentation for department processes performed by the network and system administrators, voice team, and WinTel team. Topics include how to create workstation images, stage and deploy software updates to servers, and troubleshoot issues with the Microsoft System Center Configuration Manager (SCCM).
- Ensured new documents reflect new template and are consistent, user friendly, and accurate.
- Added flow charts, screenshots, and other graphical elements as needed to demonstrate processes, provide context, or assist in comprehension.
- Managed project to ensure completion of list of standard operating procedures (SOPs) by scheduling meetings and following up with subject matter experts regularly.
- Edited and improved instructions for end users for new IT processes.
- Created style sheet, template, and glossary for future updates, using *Microsoft Manual of Style* as style guide.

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, wrote and edited 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) using *Microsoft Manual of Style* as style guide 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.
- Edited other documents as requested: an analysis of multi-factor authentication options, training slides for a project management program, instructions for end users for new IT processes.

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:
 - Created process documents outlining best practices for Medical Information.
 - Updated Style Guide and associated tools (templates, job aids).
 - Edited 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 2 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.
 - 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.
- 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.
- 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.

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.

COMPUTER SKILLS

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

CERTIFICATIONS

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

STYLE GUIDES

Chicago Manual of Style
Microsoft Writing Style Guide
AMA Manual of Style

EDUCATION

M.A. in Technical Communication, 2013

Minnesota State University, Mankato

B.S. in English

SUNY – Oneonta, NY