
EXPERIENCE

09/2017 – present Bookworm Editing Services Canastota, NY

Freelance 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.

11/2020 – 3/2022 Med Communications Elberton, GA

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

Co-Lead, Medical Channel Workstream, Project MC2

As a remote contractor for AstraZeneca, drive the development of innovative new features for the AZmedical.com website. As a member of the “business” and the medical channel workstream, work with IT and stakeholders to continue momentum on new features.

- Attend daily Scrum meetings and biweekly Sprint planning meetings.
- Enter tickets into JIRA board to begin process of evaluating and adding new features.
- Work with Business Analyst to further refine requirements.
- Create step-by-step instructions for Medical Information personnel that explain how to ensure materials make it to the website.
- Troubleshoot access issues by working with IT and researching status of assets in Veeva Vault MedComms and PromoMats.
- Work with User Experience (UX) team and Design Lab team to fix accessibility and UX issues.

Senior Medical Editor, Medical Content Workstream, Project MC2

As a side project to main project above, act as editorial consultant for migration of standard response documents to Docuvera, a component content management system.

- Attended all training for implementation and migration; conducted in-house training for those unable to attend training.
- Conducted editorial quality assurance (QA) of sub-set of migrated standard response documents, looking for and fixing formatting issues, adding abbreviations list to end of documents, and editing and updating references.
- Trained interim editors to perform QA, conducting 2-hour training, recording microtrainings, updating checklist to cover all tasks and needed information in one place, and checking over their work for 2 weeks.

03/2021 – 03/2022 Bookworm Editing Services Canastota, NY

Aquinas Leadership Group provides custom training solutions to pharmaceutical and life sciences companies.

Copy Editor

Working as a contractor, edited training modules and webinars on COPD, heart failure, dry eye disease, and migraines as well as employee training for Medical Science Liaisons and Patient Education Liaisons.

- Edited and fact checked modules in Word documents with tracked changes.
- Edited PowerPoint slides and notes.
- Edited modules in Articulate Review.

07/2020 – 03/2022

Bookworm Editing Services

Canastota, NY

(ISC)² is the International Information System Security Certification Consortium.

SME - Copyeditor

Working as a contractor, edited certification courses and a book for cybersecurity community.

- Walked through live eLearning course and documented edits in Excel.
- Edited PowerPoints, scripts, terms and definitions, quizzes, chapter and course objectives, and knowledge checks for eLearning course.
- Documented edits in Word for eLearning course containing 4 modules, learning objectives, and knowledge checks.
- Documented edits in Word for comprehensive book—including terms and definitions, quizzes, chapter and course objectives—for consistency, flow, grammar, punctuation, and adherence to style guide; also edited associated PowerPoint slides.

07/2020 – 09/2020

Bookworm Editing Services

Canastota, NY

ViTL is a management consulting firm.

Affiliate -Technical Writer

Worked remotely on a contract for a Federal contractor going through an information technology (IT) divestiture:

- Gathered initial deliverable, IT Workstream Assessment and Recommendations, which included proposed infrastructure, network, end user equipment, data management, and security posture.
- Edited and enhanced slides about project path forward
- Edited 4 client policies, including cybersecurity, acceptable use, and social media.
- Drafted 6 policies, including access control, password protection, and clean desk/clear screen.

07/15/19 – 02/28/20

ISSI Technology Professionals

Seneca Falls, NY

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

Technical Writer

Worked in office as a contractor for ITT Inc / Goulds Pumps, wrote and edited standard operating procedures (SOPs) for the IT department.

- Worked with subject matter experts (SMEs) to create or improve documentation for department processes performed by the network and system administrators, voice team, and WinTel team. Topics included how to create workstation images, stage and deploy software updates to servers, set up switching and routing, and troubleshoot issues with the Microsoft System Center Configuration Manager (SCCM).
- Independently researched topics from a variety of sources to provide background to audience and not waste SME's time getting up to speed.
- 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, by prioritizing workload, scheduling meetings, and following up with SMEs regularly to ensure completion of list of SOPs.
- Edited and improved instructions for end users for new IT processes, including using new phone technologies and adapting to security changes, using a more conversational tone and breaking topics down to user friendly, actionable chunks.
- 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, 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.

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.

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.

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.

STYLE GUIDES

Microsoft Manual of Style • *AMA Manual of Style* • *Chicago Manual of Style*

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

COMPUTER SKILLS

- Microsoft Office: Word, Excel, PowerPoint, Outlook, Visio, OneNote, SmartDocs, PerfectIt
- Adobe Creative Suite: Acrobat, InDesign, Photoshop, Illustrator
- Collaboration platforms: : Teams, Zoom, WebEx, GoTo Meeting, Adobe Connect, Skype, MIRO, Figma, Monday, SmartSheet
- Screen capture: SnagIt, Camtasia, PowerPoint
- Web programs: WordPress, limited HTML
- Content repositories: Veeva Vault MedComms and PromoMats, Docuvera, SharePoint, Teams, box, Slack, Blackboard, Dropbox, Google drive, Smartsheet, EndNote
- Social media: LinkedIn, Twitter, Facebook, Hootsuite, MailChimp, Canva
- Event management: EventBrite, SurveyMonkey