[Technical writer](https://www.postjobfree.com/resume/adx3y9/technical-writer-sunnyside-ny" \t "_blank)  
  
Location:  
Sunnyside, NY  
  
Posted:  
August 19 2023  
  
Contact Info:  
[johndrew@me.com](mailto:johndrew@me.com)  
  
PROFESSIONAL SUMMARY  
Accomplished, multi-disciplined IT professional with over 20 years of experience in roles requiring expertise in Software & Web development, Design, Content Management, Technical Writing, Release Management with a focus on Technical Writing.  
Proven expert in Visual and media communications  
Experience Technical writing & editing  
Experienced Web design, Web Development, UX/UI design methodologies  
10 years experience as Software Deployment and Release Management Team Lead.  
Expert grasp of HTML SGML & XML  
Liaison between Business Owners & IT Infrastructure  
Software Deployment Tools / Database Administration  
Knowledge of Content Management Platforms  
Team Lead  
AGILE (SCRUM)  
Solid knowledge of SQL and scripting  
Strong knowledge of software QA methodologies, tools and processes  
Experience conducting investigations & Deviations  
Prepare plans for validation methods, tools and processes for various tests.  
Create Diagrams, charts and infographics  
Develop and maintain SOPs  
Help Docs and FAQs  
Instructional Documentation  
Held and Participated in Meetings for Corrective Action Preventive Action (CAPA)  
  
EMPLOYMENT HISTORY  
Technical Writer (AMPCUS) Siemens Healthineers; Flanders, NJ (Remote) - Nov 2021 - April 2023  
Provided necessary change and support documentation.  
Conducted deviation Investigation to identify root cause of deviations to ensue corrective actions have been taken.  
Content Management  
Developed technical documents for use by external customers (e.g., regulatory agencies) as well as internal teams (e.g., marketing).  
Conducted research on new technologies or procedures in order to develop appropriate content for various audiences such as physicians and patients.  
Wrote for automation, Software, and Hardware Maintenance For Atellica Hydra portfolio.  
Collaborated with cross-functional team members to ensure that all deliverables are accurate and complete while meeting deadlines set forth by leadership.  
Daily usage of XML and COSIMA (CMS) for content creation and publishing.  
Quality Assurance Lead (Qualinfotech / Techpro) Arizona Power Supply (APS); Phoenix, AZ (Remote) - Jun. 2021 - Sep. 2021  
Provided necessary change and support documentation.  
File management  
Develop and document QA test procedures  
Test requirement and review within ADO (Azure DevOps)  
Managing QA kickoff meetings  
Writing Test approaches and Test Plans for the following IBM Products  
Maximo (Mobility Application & Forms)  
API-Connect - Middleware and application installation testing  
Managing communication methods & directing initiatives to achieve effective supervision, including, but not limited to in-person meetings; audio, video, and other calls; reports and interaction through Client systems and platforms  
Quality Assurance Abbott (Aerotek); Freehold, NJ Jan. 2021 March. 2021  
Performed device testing and Lab equipment to verify its quality  
Verifying and writing technical specifications for medical parts and Lab equipment  
Testing of Abbott proprietary products:  
COVID-19 Test kits  
Alere Pregnancy Test kits  
Covid-19 Rapid Diagnostics antigen test  
Maintaining Current Good Practices (cGxp) for FDA compliance  
Current Good Manufacturing Practice (cGMP)  
Current Good Laboratory Practice (cGLP)  
Current Good Clinical Practice (cGCP)  
Current Good Distribution Practice (cGDP)  
  
Web Administrator (Contract), JHD Design LLC; Edison, NJ Nov. 2019 Jan. 2021  
  
Web Server & Database Administration  
Troubleshooting website problems  
Monitor website traffic  
Content Management using AEM and WordPress  
  
Content Management & Technical Writer (Contract), PwC (Stefanini); Florham Park, New Jersey Sep. 2018 Oct. 2019  
  
Provided necessary change and support documentation.  
Content Management Testing Administration & Migration  
Conducted Investigations and Deviations.  
Validated and corrected XHTML and Document errors found in AEM (Adobe Experience Manager).  
Release and Deployment of AEM Site (Authoring, Publishing, Dispatching).  
Evaluation of Fault tolerances, Editor performance, End-user performance, Content management  
IS Automation Support (Contract), Firmenich; Plainsboro, New Jersey Mar. 2016 Jun. 2018  
  
Writing of Technical Documentation for Lab Software and Lab Hardware  
Conducted deviation investigations for manufacturing systems and products.  
Writing of Technical Documentation for Software and Hardware equipment installation and testing  
Answer user inquiries regarding computer software or hardware operation to resolve problems  
Maintenance of SCCM Application Catalog and Oracle SQL Database for new application(s) release and Deployment.  
Artist (Contract / Self Employment), JHD Design LLC; Edison, New Jersey Jan. 2014 Mar. 2016  
Develop project budgets for approval, estimating timelines and material costs.  
Create designs, concepts, and sample layouts based on knowledge of layout principles and esthetic design concepts.  
WordPress Design and Development  
Release Management / Technical Liaison, MetLife; Somerset, New Jersey Aug. 2004 Dec. 2014  
Managed project budgets for approval, estimating timelines for multiple insurance sited throughout the United Stated for Accounts Payable.  
Release Management / Technical Liaison  
Content Management Development, Migration, and Administration.  
Scheduled and facilitated all Release Management meetings  
Worked with multiple IT teams to create and manage a detailed and intuitive release implementation plan  
Managed weekly / bi-weekly release cycles containing 10-15 projects  
Developed and Administrations of MS SQL Database for Tracking & Ticket Application  
Testing of Platform and Application Stability  
Collection of Release feedback from stakeholders for continuous improvement  
Worked with developers, Business Owners, Vendors, Executive management & operations Engineers, to manage and execute milestones for each release  
Published release status through weekly Release Management Tracking Site.  
Designed Processes both written and visual content for review by Business Owners and Management  
Responsible for the overall look and feel of software, content, branding, tools, hardware, and software throughout MetLifes Field Operations (throughout the United States and Canada)  
Redesigned and integrated Marimba Castanets Tuner into New England Financials (NEF) Sales Force Laptop and Desktop for Software Deployment process  
Managed activities between Release Management and the following functions: Change Management, Problem/Incident Management, and QA/Testing  
Executed BBCs ITIL based Change and Release Management processes ensuring that there is no disruption or degradation of service during the lifecycle of the change  
Reported on service management, Incident management, Change Management, and weekly initiatives as part of the service plan. Include discussions on business priorities and periodic maintenance planning as part of the service planning meetings  
Managed activities between Release Management and the following functions: Change Management, Problem/Incident Management, and QA/Testing  
  
Education  
Aug. 2006 Production Design, Fine and Studio Arts  
Academy of Art University - San Francisco, California  
  
Jan. 2004 Bachelor of Arts: Visual Communications (Design)  
Collins College - Tempe, AZ  
  
Sep. 2002 Computer Information Systems  
Kean University - Union, New Jersey  
  
Jul. 2001 Computer Information Systems  
NJIT - Mount Laurel, New Jersey  
  
Jan. 1994 Computer Information Systems  
Devry - Woodbridge, New Jersey  
  
Skills  
SharePoint  
TCP IP  
MS OS  
Mac iOS  
Windows Server  
JavaScript  
ColdFusion  
HTML  
COBOL  
Jira Service Desk  
Technical Writing  
Adobe Cloud Applications  
Adobe Experience Manager (AEM)  
MVS C++ C#  
Technical Liaison  
Project Lead / Managing  
PC Hardware (Toshiba, Dell, HP, MAC, Server, Networking)  
Google Workspace (G-Suite)  
MS Azure Administration  
Release Coordination  
TFS (Team Foundation Server)  
Agile (Scrum)  
Test Plan Writing  
SDLC (Software Development Life Cycle)  
Apache Web Server  
ChromeOS  
WordPress  
Content Management Systems: (Confluence, Issuu, HubSpot, Agility CMS, WordPress VIP, SharePoint, AEM)  
MS SQL Server  
Installation / Conguration  
Jira Core / Service Desk  
Adobe Cloud Applications  
SDLC  
Web Development / Design  
Quality Assurance /ProdDev  
Manual Testing  
Automated Testing  
Mobile Testing  
Graphic Design & Illustration  
Application Management  
Documentation Management  
MS Office 365 (word, Excel, Access, etc.)  
Electronic Document System (EDMS)  
CAD  
Application and Data Migration  
Selenium  
Technical Writing / Document Editing  
FDA Compliance / Documentation  
LAN / WAN  
Network Administration / Support  
UX/UI Design  
Google Analytics

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