[Technical writer](https://www.postjobfree.com/resume/adx3y9/technical-writer-sunnyside-ny%22%20%5Ct%20%22_blank)

Location:
Sunnyside, NY

Posted:
August 19 2023

Contact Info:
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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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