RESUME PASSION

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TECHNICAL WRITER ♦ DOCUMENTATION SPECIALIST ♦ QUALITY ASSURANCE TECHNICAL WRITER

Technical Writer not afraid to break the mold and collaborate as a team to create top-notch controlled documentation

Precise **Technical Writer** known for creating, revising, and editing controlled documentation for large corporate outfits that lack a solid document control system. *Century 21 Financial Solutions* entrusted me to design and implement their first document control program which included user-friendly standard operating procedures (SOPs), templates, spreadsheets, and guidelines.

Rewrote **20+** SOPs inside first **3** months with *Pharmaceutical Solutions* prior to accreditation in which highest grade of **98%** A+ was achieved. My authenticity and high integrity have enabled me to build relationships with my colleagues which has resulted in exceptional results for each project I've embarked upon.

Keen expertise in breaking down complex information for end-user documentation increasing productivity levels

- Rewrote **20+** SOPs for a pharmaceutical company inside first **3** months of being hired.
- Achieved highest grade of a **98%** A+ with carefully written and revised controlled documentation.
- Entrusted by Equifax to design and implement their **1st** document control program.

Microsoft Office Suite: Outlook, Word, Excel, PowerPoint, Access, SharePoint, Teams

Technical Skills: Google Suite | 95 WPM | Adobe Illustrator, Spark, Photoshop, Acrobat

Content Review and Management | Layout Creation | Proofreading and Editing | Modifying Existing Documentation | Creation of Controlled Documentation | Desktop Publishing | Database Integrity | Quality Management | Root-Cause Analysis | Researching/Compiling Materials | User Needs Assessments | Translating End User Needs | Report Writing

PROFESSIONAL EXPERIENCE

TECHNICAL WRITER (Contractor) — **July 2021 – Present**

Corporate Bankers of America – Fully Remote Position

Writes, edits, and manages procedures for 10+ lines of business, ensuring a consistent format, voice, and high level of detail. Publishes procedures to Open Text platform and routes all documentation through a stringent approval process.

- Conducts rewrites and extensive proofreading for **15+** procedures per week to keep quality systems intact.
- Ensures SOPs are documented and designed for quality-oriented end-user experience eliminating complexities.
- Continuously identifies procedure gaps creating smooth transitions for employees to train on each process.

REGULATORY LABELING SPECIALIST — **Nov 2020 – Mar 2021**

Agricultural Phenomenon – St. Louis, MO **Remote due to Covid-19**

Managed 5-7 label submissions per week for Environmental Protection Agency (EPA). Conducted daily reviews of extensive pesticide product labels for up to 30 booklets per month ensuring compliance with EPA and state regulations.

- Delivered **15+** monthly projects before weekly deadlines collaborating with **10+** Federal Regulatory Managers.
- Achieved **98%** accuracy level for all federal government submissions by performing extensive verification checks.
- Provided documentation for creation of work instructions creating a smooth transition for the department.

QUALITY ASSURANCE (QA) TECHNICAL WRITER (1 Year) — **Aug 2019 – July 2020**

Century 21 Financial Solutions – St. Louis, MO **Remote and Layoff due to COVID-19**

Led QA team in development of companywide Document Control System consisting of guidelines, standard operating procedures (SOPs), forms, templates, and other deliverable documents breaking down business complexities.

- Identified areas requiring improvements, authored company's 3rd set of **21** SOPs, forms, and templates from scratch to maintain consistent and reliable communication over controlled documentation review process.
- Translated complex processes and process maps into user-friendly SOPs, eliminating end-user guesswork.

PROFESSIONAL EXPERIENCE (cont.)

QUALITY SYSTEMS/REGULATORY LABELING SPECIALIST (>2 Years) **Oct 2016 – June 2019**

McPherson Foods Inc. – St. Louis, MO

Created 30-35 nutrition fact panels per month in compliance with FDA regulations for products. Evaluated documentation prior to audits and inspections ensuring compliance and led quality investigations. Designated as in-house regulatory expert due to extensive knowledge of FDA, Canadian, and Australian legislature.

- Maintained **0%** error rate for **3** years; avoided FDA violations, **6**-figure fines, and product recalls.
- Consistently achieved **>95%** compliance grade with less than **5** nonconformances for corrections on audits and inspections by conducting mock audits and ensuring quality systems were in place.
- Verified **100+** suppliers yearly before each SQF certification to uphold compliance which ensured accuracy of processes and systems resulting in smooth supplier and product audits for each annual certification.
- Created **1st** set of work instructions collaborating with multiple SMEs for each facet of labeling process.
- Achieved **90%** reduction in non-compliant labels after owning and creating **1st** streamlined label process.
- Forerunner in translating a complex label process into **1st** set of user-friendly work instructions and procedures.

QUALITY/REGULATORY ANALYST – POLICY and PROCEDURE WRITER (>2 Years) **Nov 2014 – Oct 2016**

Pharmaceutical Solutions – St. Louis, MO

Maintained training programs and developed training material for HIPAA, compliance, and facility audits ensuring staff was **100%** compliant with accreditation standards and FDA regulations applicable to employees. Conducted monthly compliance meetings with executive's updates to quality systems, SOPs, and controlled documentation. Quickly grasped pharmaceutical industry concepts such as 21 CFR Part 11, cGMP, and DQSA.

- Instrumental in filing **65%** of new board of pharmacy license registrations following a company merger.
- Achieved an **A+** on accreditation reviews containing **<5** nonconformances after diligently conducting routine investigations, mock audits, reviews, and research assessing company compliance levels.
- Spearheaded revision process on procedure manuals **3** years behind to accreditation standards within 3 months resulting in high marks.

FLIGHT ATTENDANT (>9 Months) **Mar 2014 – Nov 2014**

Johnson Airlines – St. Louis, MO

Completed safety inspections before flights under tight deadlines and duress. Operated mechanical and safety equipment such as oxygen systems, aircraft doors, fire extinguishers, evacuation routes/procedures, galley equipment, communication equipment and lighting systems. Persevered security for passengers **100%** of time with zero incidents.

- Graduated with highest marks at top **3%** of class after completing grueling **6**-week training program on Federal Aviation Administration (FAA) Regulations, CPR, Emergency Procedures, and Safety in Flight Attendant School.

QUALITY ASSURANCE (QA) FUNDING SPECIALIST/CLINICAL WRITER (>3 Years) **July 2011 – Mar 2014**

Durable Medical Equipment Professionals – St. Louis, MO

Conducted quality reviews on complex clinical documentation, established dynamic relationships with providers via troubleshooting efforts, and investigated billing and case inquiries.

- Retained a **97%** turnover rate for proposals, appeals, and clinical letters written.
- Sparked smooth transitions for **100%** of new employees after development of training criterion and templates.
- Demonstrated a **98%** approval rate from clinical letters drafted for wheelchairs and durable medical equipment.
- Enabled retrieval of **65%** excess in funds for services after clearing backlog of unresolved claims.

EDUCATION

MISSOURI STATE UNIVERSITY St. Louis, MO

Bachelor of Arts in English Literature w/ an emphasis in Pre-Law Studies

KANSAS TECHNICAL UNIVERSITY Kansas City, KS

Master of Business Administration w/ an emphasis in Healthcare Management