

Summary

Communications professional who incorporates the experience of working with diverse organizations and tools to focus on the best outcome, using the most appropriate tools, channels and media.

Experience spans technical writing, training, process analysis for government agencies and the private sector in healthcare, finance, education, and manufacturing. End user documentation, policy and procedures (SOP), process flows, step by step instructions, release notes. Executive communication; and copy writing, white papers, business articles. Proposal writing\editing, marcom for print and e-communications, web design, marketing and writing.

Adept at process improvement and eliciting and mapping processes and procedures with subject matter experts. Excellent evaluation and communication skills with project management and leadership experience with both small and large teams.

Skills

- Project management and decision making
- Standard operating procedures
- Process analysis/re-engineering
- Policy and procedures: writing and editing
- Process mapping
- Writing training guides, delivering training
- User manuals
- Interviewing SMEs
- Content, writing, editing, standardizing templates
- Communicates with technical and non-technical clients
- Business analysis
- Gap analysis
- Editorial, publishing, and printing experience
- Use of off-the-shelf and custom document management systems
- Customer focused solution finder
- Help desk and user support
- Graphic design
- Marketing copy writing
- Commercial typesetting
- RFPs & RFIs
- Proposal management
- Web page content and design

Applications

- MS Word
- MS Excel
- MS PowerPoint
- MS Publisher
- Outlook
- Visio
- SharePoint
- Acrobat Professional
- ServiceNow
- Remote Conferencing, Teams, Webex, Zoom
- Screen capture applications
- Custom GUI applications
- WordPress

Experience:

- August 24 – Present **Technical Writer** – (contractor) New York State Deloitte Consulting: NYS DOH OHIP.
- May 20 – July 24 **Technical Writer** – (contractor) New York State ITS - Office of Temporary and Disability Assistance, Albany, NY (Remote/Onsite). Transforming the main source of SSI/SSP beneficiary information for updating claims from the State Data Exchange (SDX) to new CDX Management System (CDX). Data Dictionaries, Process Mapping, Presentations, Guides, Business Analysis.
- April 19 – April 20 **Technical Writer** – (contractor) New York State Office of Victim's Services, Albany, NY. Updating Claims Management System policies and procedures, and reorganizing content for more effective access.
- Aug. 18 – Dec. 18 **Technical Writer** – CooperVision, Victor, NY. Technical writing and editing duties supporting implementation of a global Oracle enterprise management system for resource planning (ERP), customer relationship management (CRM), and supply-chain management (SCM). Editing\writing training work instructions for global\regional user acceptance testing and roll outs.
- March 18 – April 18 **Technical Writer/Data Visualization** – SUNY Charter School Institute, Albany, NY.
- July 18 – Aug. 18 PDF legal redactions, WordPress web site editing, creating pivot tables and charts in Excel to help communicate the Institutes goals and mission. Prezi presentations.
- Jan. 18 – March, 18 **Freelance Work** – Brochures, resume writing, letters, web site design\copy, book indexing.
- Oct 17 – Jan. 18 **Technical Writer** – CooperVision, Victor, NY. Technical writing and editing duties for high level blueprint documents, functional specifications and technical documents supporting the implementation of a global Oracle enterprise management system for resource planning (ERP), customer relationship management (CRM), and supply-chain management (SCM). Editing Work Instructions created overseas.
- May 17 – Oct. 17 **Freelance Work** – Brochures, resume writing, letters, web site design\copy, book indexing.
- Oct. 16 – May 17 **Technical Writer** – New York State Medicaid Management Information System (NYMMIS) – Xerox State Healthcare, LLC, Documentation Strategies, Albany, NY
- New York State Department of Health (DOH) Medicaid system. Remote and on-sight work environment. Collaborative work with SMEs, QA, Publications departments editing and formatting policies and procedures for Medicaid Security, Compliance, Change Management, Service Center Operations, Performance Reports, creating PowerPoint presentations, Visio diagrams.
- March 15 – April 16 **Senior Business Analyst/Technical Writer** – DJE Holdings (Daniel J. Edelman), Chicago, IL, New York, NY
- Working with the Global IT staff and Service Desk of the world's premier Public Relations firm. Writing and editing user communications, web page content, user instructions, IT Administration Guides. Reviewing and reorganizing document repositories and data mining Service Desk ticketing system.
- June 12 – March 15 **Freelance Work** – Brochures, resume writing, letters, web site design\copy, book indexing.
- May 10 – June 12 **Project Assistant (Business Analysis, Writing, Information Technology)** – NYS Workers' Compensation Board, Albany, NY
- Scoped and facilitated a year-long "As Is" Environment Report for the WCB Finance Department: business process flow models, procedures, reference guides, and the executive report. Creation of

a Data Dictionary of vital data attributes with researchers and technologists. Wrote service catalogs for two units. Managed and assigned help desk tickets for Office of Continuous Improvement.

Nov. 09 – May 10

Technical Writing, Process Consultant – MVP Health Care, Genesys Consulting Services, Schenectady, NY

Performing Gap analysis on documentation set as two major, multi-site systems are being merged. Creating process that inventories, reviews and reacts to approximately 40,000 files. Wrote requirements for a document management system.

Nov. 08 - Nov. 09

Freelance Work – Brochures, resume writing, letters, web site design\copy, book indexing.

Jan. 08 – Nov. 08

Technical Consultant – NYS Workers' Compensation Board, Genesys Consulting Services, Albany, NY.

Managed the documentation process and served as editor/writer on formal research papers and documentation project: including the 7th anniversary World Trade Center (9/11) report, National Workers' Compensation Performance Measures compilation, Reform policies and procedures.

July 07 – Dec. 07

Consultant – NYSFMS Project, Albany, NY, Documentation Strategies Rensselaer, NY.

Technical writer/proposal/document manager for the New York Financial Management System's release of a software RFP seeking bids on a state-wide, multi-million-dollar ERP solution.

May 06 – Mar. 07

Consultant – NYS OSC FOCAS Project, Albany, NY, Documentation Strategies Rensselaer, NY.

Requirements gathering, analysis, process definitions and writing of Change Management process. Evaluation and recommendations of software systems for Change Management.

Dec. 05 – Mar. 06

Consultant - EDS, Boston, MA, Documentation Strategies Rensselaer, NY.

MMIS process re-engineering of cumbersome weekly status reporting to contain useable statistics and human intelligence gathered from Clear Case issues, MS Project plan and employees.

Aug. 01 – June 05

Senior Consultant - NYS Division of the Budget, Keane Inc., Albany, NY.

Analysis, requirements gathering, programming and documentation for document and publishing projects, training, Help Desk management and support.

1984 – 2001

Public and private experience, writing, graphic design, coding and business process analysis.

Education

Associate's Degree in Journalism, 1984. State University of New York at Morrisville. Dean's List honors; award for outstanding contributions to campus radio station WCFM.