

Justine Blaydon

Location: Royston, Herts.

Telephone: 07535 945026

Email: jblaydon@protonmail.com

Technical author with experience in creating customer and internal documentation for scientific instruments. I work with development, manufacturing, applications and marketing teams to produce documentation for life sciences automation products.

Core skills

Creating product documentation	Designing process documentation
User requirements capture	Information gathering and presentation
Database design and development	Documenting software
Regulatory research	Software testing and evaluation

Employment history

SPT Labtech Ltd, 2022 – present, Technical Author

- Writing user manuals for new life sciences instruments, working with product and applications development teams to ensure the accuracy of the technical content and that the documentation meets customers' needs. Liaising with marketing specialists to ensure that customer documentation meets company style guides.
- Collaborating with regulatory specialists to create product documentation which meets legal requirements to enter new healthcare market sectors.
- Revising established products' manuals to update the content, modernise the style to enhance usability, and to transfer them to markdown for distribution via an online knowledgebase and through PDF e-Book distribution.
- Researching product and business regulatory requirements and producing overviews for senior management.
- Researching tools such as AI or authoring technologies to review their usefulness to the business.

SPT Labtech Ltd (formerly TTP Labtech Ltd), 2001 – 2022, Quality Coordinator

- Supported and maintained the company's Quality System and compliance with legal requirements.
- Designed general process documentation, and designed and wrote manufacturing build and test instructions for instruments, working with the production teams.
- Designed and maintained the Quality Assurance SharePoint site and internal training materials for Quality System processes and tools. These included presentations and exercises for training sessions, infographics and process flow diagrams.
- Involved in writing and reviewing product specifications for complex pharmaceutical process automation projects, following GAMP Guidelines.
- Reviewed manual software testing and instrument acceptance testing.
- Edited product user manuals written by the development teams to ensure their compliance with applicable EU CE marking directives.

- Assisted project managers with document and data management. This included creating document templates, writing small utilities in C# for internal use and sourcing and trialling software and services for internal use, to ensure they met business needs.
- Designed and executed manual testing of in-house and third-party software, particularly Salesforce implementation, with a focus on usability.
- Designed Access databases for internal applications, including a change request management system with a bespoke UI which I designed and coded using VBA and SQL.
- Project managed the transfer of a product to a partner company in France.

Quillion Ltd, 2000 – 2001, Software Test Engineer

- Designed and executed manual tests of object-orientated database software for engineering asset management, collaborating closely with the developers.
- Learned Documentum administration to develop test methods for products combining Quillion databases with Documentum content management technologies.
- Developed test methodologies within the company to increase test diversity and coverage, particularly to improve UI design and usability testing.

GSK Ltd (formerly Glaxo Group Research), 1993 – 2000, Computer System Validation Engineer

- Validated computer-controlled equipment for pharmaceutical manufacturing as part of a small multidisciplinary team. This included design and execution of manual testing, and documentation of software and manufacturing equipment to meet international pharmaceutical safety regulations.
- Supported scientific staff in writing requirements and commissioning innovative software and instrumentation for use in drug development and clinical trials.
- Designed and coded departmental intranet site, using HTML.

1990 – 1993 Various administrative jobs

Qualifications

Cherryleaf Technical Author training course, ISTC accredited

Open University, 1992 — 1997, Chemistry with Planetary Studies, BSc (Hons), 2:I

Cambridge University, 1987 – 1990, English, BA (Hons), 2:II MA conferred 1993

A levels: English, History, Latin, General Studies

O levels: English Language, English Literature, Mathematics, Chemistry, Biology, French, Art, Latin, Greek, History

Interests and hobbies

I enjoy writing speculative fiction, particularly flash fiction.

I design and sew steampunk creations incorporating wearable electronics.

I taught myself to use CAD software (Blender and OpenSCAD) and create designs for 3D printing based on historical artefacts, for use in Anglo-Saxon re-enactment.

I play badminton socially.