Andrea MacGown

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https://github.com/amacgown00/AndreaMacGown_Portfolio

Summary

QC Microbiology Associate / Technical Writer 1 with cGMP experience. Background in laboratory investigations and SOP writing. Trained in proprietary laboratory and tracking software.

Skills

Software - Microsoft (Word, Excel, Visio, and Powerpoint), MadCap Flare, XML Oxygen, XML Mind, Framemaker, Snagit, Camtasia, and Sphinx.
Computer Languages - SQL, CMD, XML, Git, CMD (both Linux and Unix), HTML/CSS, RST, and Markdown.
Pfizer Proprietary Software - LWLIMS, PDOCS, QTS Trackwise (LIR and MIR), and M1.
Communications - Writing & editing for technical audiences, proficient in oral and written French

Employment History

Pfizer Andover, MA   1/20 - Present
QC Associate / Technical Writer 1; Quality Control Microbiology Department (QCM)

Standard Operating Procedure Documentation
  - Updating Standard Operating Procedures (SOPs) related to Data Integrity.
  - Writing SOPs in Microsoft Word; increased emphasis on formatting and style modifications to maintain consistency (headings, table of contents, tabs, margins).
  - Completing the revision and approval in a multi-step workflow process involving QA, manager(s), and relevant approvers via Pfizer's content management system, PDOCS.
  - Creating annotated screen captures in Snagit and flowcharts in Microsoft Visio.

Laboratory Investigations
  - Acting as designated initiator of all LAL_MCS water Readily Available Assignable Cause (RAACs) investigations in the Quality Control Microbiology Department via Pfizer's Quality Tracking System (QTS).
  - Ensuring RAACs are completed within 28 days of initiation date.
  - Maintaining frequent and consistent communication with analysts, managers, and QA to meet time-sensitive deadlines.
  - Inheriting RAACs from other analysts to help meet deadlines.
  - Forthcoming integration of Excel and Word Mail Merge to automate the RAAC writing process.

Total Process Maintenance (TPM) Deployment
  - Assisting the project lead with organizing Excel spreadsheets and diagrams.
  - Writing a SQL script (self-taught) that automates a calculation into an Excel spreadsheet (laboratory instrument downtime) connected to an automatically updating PivotTable and PivotChart.

501Partners Boston, MA   10/18 - 3/19
Technical Writer; Contract
  - Writing an NPSP Lightning Transition Manual documenting nonprofit administration (customized reports, dashboards, cross-filters, and adding objects).

Smith College Education Technology Services Northampton, MA   9/16 – 5/18
Technical Consultant (Work-Study)

Education

Smith College - Northampton, MA
Bachelor of Arts - Philosophy Major, Logic Minor; Class of 2018

Middlesex Community College - Bedford, MA
Technical Writing Certificate, Completed December 2020
(Emphasis in Git/CMD)