

# Andrea MacGown

Beverly, MA

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## Summary

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Associate Technical Writer with GMP experience and a background in Technical Documentation. Expertise includes SOP technical writing, Salesforce NPSP, and technical manual writing and design.

## Skills

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**Software** - MadCap Flare, DITA, Framemaker, XML Oxygen, Excel, Git, Sphinx, RST, JIRA Confluence, Camtasia, HTML/CSS, Microsoft Office Suite, Salesforce, Snagit, CMD, SQL

**Communications** - Writing & editing for technical audiences, proficient in oral and written French

## Employment History

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**Pfizer** Andover, MA 1/20 - Present

QC Associate / Technical Writer 1

- Documenting changes in standard operating procedures related to data integrity.
- Self-taught SQL and wrote a script to automate instrument downtime calculation.
- Published in Pfizer's proprietary GMP content management system, **PDOCS**.

**501Partners** Boston, MA 10/18 - 3/19

Contract Technical Writer

- Salesforce nonprofit documentation general editing.
- Created an NPSP Lightning Transition Manual documenting nonprofit administration such as customized reports, dashboards, cross filters, and adding objects.
- Data migration.

**Smith College Education Technology Services** Northampton, MA 9/16 – 5/18

Technical Consultant

**Boston University Philosophy Department** Boston, MA 5/16 – 8/16

Philosophy Research Assistant

**Goodlife USA** Malden, MA 6/16 – 8/16

Marketing Intern

## Education

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**Smith College** - Northampton, MA

Bachelor of Arts - Philosophy Major, Logic Minor; Class of 2018

**Middlesex Community College** - Bedford, MA

Technical Writing Certificate, December 2020