

# Andrea MacGown

Beverly, MA

[https://github.com/amacgown00/AndreaMacGown\\_Portfolio](https://github.com/amacgown00/AndreaMacGown_Portfolio)

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## Summary

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

## Skills

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**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

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**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

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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, Completed December 2020