

# Caren Merz

571.438.3971  
Wake Forest, NC  
caren@merzhaus.org

## Education

BA, English  
Univ. of Florida, 2003  
MFA (ABD), Writing  
George Mason, 2009

## Methodologies

Agile (Scrum master)  
SDLC  
CMMI

## CMS/Wiki

Confluence  
JIRA  
WordPress  
Drupal  
SharePoint  
SharePoint Designer

## Graphics/Video

Adobe Creative Suite  
Visio  
PowerPoint  
FinalCut Pro  
iMovie

## Word Processing

MS Office Suite  
Google Docs

## Data

Excel  
Tableau

## Enterprise Arch.

Informatica Metadata Repository  
Mega

## Other

Agile training (internal)  
Confluence and JIRA training  
APMP Proposal Boot Camp  
InDesign training  
First-aid/CPR training  
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# Technical Writer

Caren has 20+ years of technical writing and communication experience within health, non-profit, academic, scientific research, and Federal contracting environments.

## Work Experience

**Magnet® Review Manager**  
Tipton Health Communications

Remote/Wake Forest, NC  
May 2017 - Present

**Skills and tools used in this position:** Microsoft office suite, Wrike, ProsperWorks, Freshworks CRM

### Accomplishments:

- ❖ Developed company-wide process improvement methodology and tracking tool
- ❖ Developed new process to improve review times and client satisfaction
- ❖ Overhauled client onboarding and developed tracking tool
- Daily requirements analysis and compliance
- Medical content creation requiring high level of critical thinking, data analysis, research, and knowledge of outcomes-based healthcare
- Developed: use cases for internal knowledge management; client-facing teaching materials; internal job aids and education; feasibility studies; and white papers

**Technical Writer/Business Analyst**  
IQVIA (formerly IMS Health)

Remote/Fairfax, VA  
July 2013—May 2017

### Contracts:

*Air Force Medical Service Health Informatics Suite modernization contract*  
*Bureau of Naval Medicine and Surgery Patient Satisfaction Survey contract*  
*College Board contracts; Master Data Management and Data Governance*

**Skills and tools used in this position:** Confluence, Agile, Informatica Metadata Repository, Mega, SharePoint, SharePoint Designer, MS Office Suite, SpiraTeam

- Project and process management; task and status tracking across multiple teams; self-directed work with developers and engineers
- Business process and enterprise IT analysis; feasibility studies; gap analyses; policies
- Loose Agile environment; SDLC documentation; Government deliverables (DoDAF)
- Program management and business development support for: proposals, RFIs, sources sought, white papers, user guides, marketing slicks, impact assessments, presentations
- Mobile health and military health writing assignments
- Proposals: Coordination, template/outline development, compliance, graphics

**Sr. Technical Writer**  
ManTech International Corporation

Reston, VA  
Dec. 2012 – July 2013

### Contract:

*iEHR DoD/VA modernization and integration*

**Skills and tools used in this position:** Atlassian Confluence, JIRA and Greenhopper; Agile; substitute Scrum master; SharePoint; MS Office Suite, CMMI

- Drafted documents and contract deliverables; provided process input to CM manager
- Performed developmental/substantive edits, tech edits, formatting (DTP), and QA
- Project management: Created tracking tables for each sprint, shepherded documents through publishing; created schedules to keep documents on track
- Strict Agile/Scrum environment—occasional stand-in Scrum master
- Supported sprint teams and scrum masters (graphics, flow charts, presentations); responsible for meeting notes and transcription to satisfy CMMI requirements

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## Work Experience

### **Proposal Writer/Technical Writer** INDUS Corporation

Tyson's Corner, VA  
October 2011 – December 2012

**Skills and tools used in this position:** SharePoint, Microsoft Office Suite, Adobe Creative Suite, style guides (in-house)

- Technical Writer/Proposal Coordinator responsible for planned and ad hoc editing and writing assignments, including conducting and developing the process for subject matter expert interviews.
- Worked with proposal team, SharePoint development team, and management team to develop, maintain, and archive project-level documentation as well as create reference material (proposal outlines, compliance matrices, and other documentation).
- Designed proposal covers, marketing material, and business graphics. Interviews, transcription, and meeting minutes for compiling proposal sections and solutions.

### **Negative Cutter** Deluxe Digital Media/Deluxe Archival Services

Seattle, WA  
February 2010 – June 2011

**Skills and tools used in this position:** MS Office Suite, Final Cut Pro

- Archived feature films and television shows released by Warner Brothers, HBO, and MGM.
- Extensive hands-on work with original camera negative: cutting, hot-splicing, hand cleaning (removal of water spots, scratches, and debris), and preparing the negative for digital transfer, archiving, and storage.
- Reviewed digital transfers, performed element consolidation, and managed data for archival purposes.
- Consolidation projects such as HBO's *Entourage*, and lost footage from David Lynch's *Blue Velvet*.

### **Associate Editor** Association of Writers and Writing Programs (AWP)

Fairfax, VA  
August 2005 – April 2007

**Skills and tools used in this position:** Adobe Creative Suite, FileMaker Pro, MS Office Suite

- Supervised three staff members in the publications department.
- Associate editor of AWP's major editorial projects including:
  - The AWP Conference Program (~200-page publication that reached an audience of 40,000)
  - Ten yearly issues of AWP's flagship publication (The Writer's Chronicle)
  - Editor-in-Chief for the AWP Job List.
- Coordinated the yearly AWP Award Series writing competition and assisted during the annual AWP Writers' Conference, which drew nearly 50,000 teachers and students of writing.
- Additional tasks: database creation and management, advertisement graphic design, archiving, and soliciting articles.

### **Laboratory Technician/Writer** University of Florida, Department of Pulmonary Medicine

Gainesville, FL  
June 2000—August 2004

**Contract:**  
*Alpha-1 Antitrypsin Research Program Support*

**Skills and tools used in this position:** MS Office Suite, FileMaker Pro

- Nonprofit administration and communications in a clinical research environment
- Managed and created FileMaker databases
- Audited and managed archival material
- Administrative assistance for Principal Investigator.
- Co-wrote and edited SOPs; edited of medical documents, academic papers, and proofed communication for both native and non-native English-speaking physicians and researchers.
- Liaison for patients, researchers, nurses, and physicians.