

Mary Ellen Gardner
West Chester, PA
484-995-6981
Megardner99@gmail.com

TECHNICAL SKILLS:

Software: High proficiency in MS Office, Excel, PowerPoint, Visio, Access, RoboHelp, WebEx, Remedy Help Desk, MS Project, Oracle (Sales Online, Quoting, Marketing, Telesales), Reference Manager, SAP, Banner, Photoshop, PageMaker, Frame maker, Madcap Flare, AutoCAD, Snag-it, Visual Source Safe, HTML, Flash, EDI, Unify, cXML, SharePoint, C, Visual Basic, SQL, LIMS, Adobe InDesign, Adobe Captivate, Madcap Flare, WordPress, ICD-9 ICD-10, Documentum. Git.

Other Skills: Software development life cycle, documentation methodologies, policies and procedures, Six Sigma, IT Governance, Agile Methodology, ISO, FDA Standards (GMP/GLP), LIMS, AMA/AP/Chicago Manuals of Style, successful Grant Writer, part-time Technical Writer for medical device company creating Operation Manuals; a preclinical CRO developing SDLC design, planning, and testing documentation.

EDUCATION:

University of Pennsylvania - Philadelphia, PA
Masters of Education – Reading Specialist, ESL, 2004

Cedar Crest College - Allentown, PA
Bachelor of Arts – English, Journalism, and Art

WORK EXPERIENCE:

- 4/16 to Present **Fiserv, King of Prussia, PA**
Technical Writer / Contractor
- Creating End User Guides for newly developed application features which includes Visio process workflows. Working with Developers and Analysts to complete the Guides.
 - Updated and edited a Configuration and Administration Guide.
 - Proofreading and editing current End User Guides.
 - Creating training materials in Captivate.
- 9/14 to 1/16 **Johnson & Johnson (DePuy Synthes Medical Devices), West Chester, PA**
Technical Writer / Project Coordinator / Contractor
- Responsible for researching, editing, and testing 350 knowledgebase articles.
 - Developed project workflow in Visio; created an Excel project spreadsheet.
 - Coordinated with global subject matter experts and technical leads to test/complete new articles.
 - Organized Articles on SharePoint.
 - Updated and edited knowledgebase articles as needed in knowledgebase application.
 - Trained DePuy Synthes employees on J&J Knowledgebase application.
 - Project deadline was met on time.
- 11/13 to 9/14 **Siemens Healthcare, Newark, DE**
Medical Writer / Project Coordinator / Contractor
- Researched, developed, wrote, and validated technical documentation for protein conjugations and purification production worksheets to meet FDA requirements and SAP based manufacturing system needs.
 - Worked with Scientists to create a production worksheet template.
 - Led review sessions with Quality Assurance. Created meeting agendas, documented meeting minutes, followed up with meeting summaries.
 - Created project timeline, communication plan and templates.
 - Created Conjugation process flows in Visio, and Reaction Schemes in ChemDraw.

- Completed online training for FDA Standards, GMP/GLP, Regulatory Writing provided by Siemens.
- Gained knowledge of protein conjugation and purification; organics; physical chemistry of solids, and the following diagnostics platforms: Dimension, Vista, LOCI, ADVIA, Syva and SCS.

9/10 to 11/13

SunGard, Wayne PA**Technical Writer / Project Coordinator / Contractor**

- Coordinated the QA Department Help Desk transition of PPM and Quality Center applications overseas. Wrote project, communication, escalation and training plans. Created forms and templates.
- Created a Help Desk manual that included How to's, FAQs, and Checklists.
- Created an End Users Training Guide.
- Created an Agile presentation for the Project Management Office.
- Coordinator in developing IT Governance. Lead review meetings, produced progress reports. Created, and wrote content for presentations and IT Governance webpage.
- Researched and wrote a process and procedure to define the activities and roles for the IT CMR Publication Process.

3/08 to 9/10

Strategic System Solutions, Horsham, PA**Program Manager / Proposal Writer**

- Established relationships with NYC (Deutsche Bank, JP Morgan, and Credit Suisse) financial IT departments.
- Worked closely with financial IT managers in recruiting new resources.
- Wrote and presented marketing materials for the company. Developed new marketing brand with graphic designers.
- Coordinated and managed the firm's Citrix migration of 215 employees.
- Wrote White Papers, SOPs, Statements of Work and Service Agreements, RFPs for new accounts.
- Developed training for employees on Agile/Scrum Methodology.

9/06 to 3/08

SunGard - Wayne, PA**Project Coordinator / Technical Writer / Contractor**

- Wrote a process and procedure to standardize the Oracle Help Desk providing efficient, timely problem resolution; consistent handling of issues, and effective communication. This included a strategy, goals, responsibilities, and measurement of the strategy.
- Created, Lead SME review sessions, and wrote content for an Oracle RoboHelp KnowledgeBase providing self-help, diagnosis, and resolution to the end user and Help Desk.
- Updated content for the Oracle Sales Online training manuals as needed.
- Created a Sales Online training homepage that included WebExs, training materials and FAQs.
- Assisted in developing the Oracle Help Desk with interviewing potential personnel and overall management of staff.

5/05 to 9/06

Blue Cross Blue Shield - Wilmington, DE**Technical Writer / Contractor**

- Researched, and wrote an 834 File Enrollment Implementation Guide for the client. Set up a Visio 834 process, conducted interviews, produced questionnaires, and lead SME review sessions to complete the implementation guide. Gave weekly updates, and presentations of progress.
- Researched, and wrote a Vendor/System Requirements for the purchase of a new Account Administration System. Set up meetings and interviews for all necessary parties to complete the requirements.

1/04 to 5/05

IKON Office Solutions - Malvern, PA**Oracle IT Analyst / Project Coordinator / Contractor**

- Implemented a RoboHelp Knowledgebase for the Sales and Marketing Department to assist the Help Desk and End Users solve reoccurring error messages and training issues for the newly implemented Oracle application.
- Worked closely with SMEs, developers, and end users to research and test solutions for error messages, common problems and training questions occurring for the users in Sales Online, Telesales and Oracle Quoting. The Help Desk and End Users are able to solve 90% of the problems through the Knowledgebase.

- Worked with other departments to assist them in developing the same Knowledgebase format for other areas of Oracle apps.
- Created, designed and lead a process using Visio to streamline all requests for technology projects and software enhancements within IKON North America.
- Researched and wrote process and procedures to provide other Project Managers assistance in managing their projects.
- Produced documents for defining a project's requirements, scope, change, issue management and closedown of IT projects.
- Built an Access database to record and make information accessible for all requested projects and their status within the districts of North America.
- Worked with team of Technical Writers in standardizing writing, styles, and formatting within the company to create SOP for the company worldwide.

10/02 to 1/04

Computer Sciences Corporation (DuPont) - Newark, DE
Process Writer / Project Coordinator / Contractor

- Gathered information, analyzed data, and developed new processes and procedures for a DuPont global desktop standardization project.
- Led the team in Hardware Management, Operate and Maintain, Vendor Management, Subscriber Exit, Auditing/Metrics processes and procedures.
- Assisted Project Manager in developing and maintaining the Microsoft Project plan.
- Produced and designed a Desktop Standardization manual for the new processes and procedures for the employees.
- Created and conducted training for Project Managers, Technicians, Help Desk representatives on their roles and responsibilities within the new Desktop Standardization project.
- Worked with the team to design and develop a Lotus Notes Database for new processes.

2/00 to 7/02

MERCK - West Point, PA
Tester/IT Analyst/Project Coordinator/Contractor
AI&T Department

- Performed testing for an Online and Web application update in the Automation Information & Technology Department. Worked with Project Manager, Developers and Users to create testing strategy and project plan.
- Wrote Unit Test Scripts, Integration Test Scripts, and User Acceptance Test Scripts.
- Updated the Online Help for the customer.

Safety Assessment Division

- Researched, wrote User Interface Requirements and Manual for a newly developed medical software application in the Safety Assessment Department.
- Lead review sessions of the manual with Programmers, Data Coordination and Testers.

4/96 to 2/00

University of Pennsylvania - Philadelphia, PA
Project Coordinator - Center for Organizational Dynamics

- Managed an average of 30 classes and programs each semester for a Master's Program in professional development including all coordination, projects, and administration.
- Oversaw the ordering, scheduling, production, analysis and delivery of an individualized set of seminar materials for approximately 500 students each semester.
- Responsible for the coordination, project administration, and project management of 30 faculty members in organization and development of their syllabi and seminar materials.
- Responsible for ordering and distribution of approximately 1,500 book titles each semester for class instruction and International Programs.
- Coordinated scheduling and allocation of classrooms for seminars and all program events.
- Arranged production of the Dynamics Newsletter, editing, and proofreading; working with authors and publications services.

International Coordinator for Summer Semesters:

Japan and the Pacific Rim	Summer 1998
The Czech Republic	Summer 2000

- Coordinated student registration, and travel arrangements.
- Assisted in the scheduling of overseas seminars, speakers, and special events.

- Controlled and managed the program financially.
- Served as a liaison for program related problems and intercultural differences.
- Reconciled document and rectified post summary expenses.