

# Michelle Govostes

## Senior Technical Writer and Quality Management System Professional

### EMAIL

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### PHONE

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### Skills

- Executive Support
- Microsoft Visio
- Software Documentation
- Microsoft SharePoint
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Online Communication
- Standard Operating Procedure
- Process Improvements
- Functional Requirement
- User Requirements Documents
- Requirements Elicitation
- Gap Analysis
- Adobe RoboHelp
- Adobe Photoshop
- Adobe FrameMaker
- Adobe Captivate
- Snagit
- Agile Software Development
- XML Editor

### Work Experience

#### Technical Writer and Freelance Website Implementation and Design

Nov 2018 – Present

Various

Alpharetta, GA

Contracted to create course material and supplemental documentation for training classes. Created Online Help System incorporating all training material for internal use.

Currently implements, designs, and brands websites hosted on GitHub, including: selection and registration of domain names, integration of third-party email hosting, selection and licensing of artwork for websites.

#### Career Pause

October 2015 – October 2018

This section denotes an extended step away from the paid workforce to significantly contribute to my family.

#### Technical Writer

Jul 2015 – Sep 2015

Alston & Bird

Atlanta, GA

Contracted to create process documentation in compliance with ISO 27001.

Created Process and Procedure templates for company-wide use.

Created Process Flows, Project Dashboards, and Process and Procedure documents in conjunction with SMEs.

#### Senior Technical Writer

Apr 2015 – Jun 2015

Equifax/Xpanxion Software

Alpharetta, GA

Contracted to create process documentation in compliance with PCI Security Standards.

Led a team of four writers to ensure documentation was completed prior to an internal audit and then revised/implemented prior to registration audit utilizing MS Word and MS Visio.

Additional responsibilities included attending meetings with SMEs from all business units to gather necessary information, performing gap analysis on existing documentation against the standards, resource allocation, and process mapping.

**Technical Writer**

Ernst &amp; Young

Dec 2014 – Jun 2015

Atlanta, GA

Contracted to create an Online Help System for a new software application and the companion mobile application.

Added responsibilities included: creating a User Guide, Process Flows, Technical Overview documentation, and Marketing documentation.

**Technical Writer**

Scientific Games International

Aug 2005 – Feb 2014

Alpharetta, GA

Created technical documentation throughout the SDLC to include Customer Requirements Documents, Software Functional Specifications, UI Design Documentation.

Created context-sensitive XML Help Files on lottery terminals for state and international lotteries.

Created hardware documentation including Field Technician Troubleshooting Guides and Hardware Specification Guides.

Created end user documentation including Online Help Systems, User Manuals, Quick Start Guides, and Training Guides.

Served as onsite Technical Documentation Manager when department manager was out of the office.

Served as Business Analyst for jurisdictions, as required.

Participated as Documentation Project Lead, as required.

Implemented branding for jurisdictional documentation so that each jurisdiction's documentation set was easily identifiable.

Created and implemented an Online Help System template for department use across all jurisdictions.

Participated in process improvement initiatives including serving as administrator of NASPL SharePoint site, performing gap analysis on existing process documentation, and reengineering the Onboarding process across five departments.

**Technical Writer, Instructional Designer**

Sun Microsystems/Gold Sail, Incorporated

Dec 2004 – Jun 2010

Atlanta, GA

Created course material, supplemental documentation, and slide decks for training classes utilizing standard templates in conformance with Sun style guidelines.

**Technical Writer**

Metropolitan Life Insurance Company

Jun 2004 – Oct 2004

Atlanta, GA

Created detailed work instructions via interviews with SMEs for each

STD/LTD client account.

Performed gap analysis on existing processes with a focus on 'as-is' versus 'as documented', then updated documentation to reflect current processes.

Created end-to-end/comprehensive process maps utilizing approved work instructions.

Performed Project Manager duties as necessary, in absence of off-site Project Manager.

**Continuous Improvement Project Lead**

Apr 2001 – Feb 2003

Searle Monsanto, Pharmacia, Pfizer Corporation

Skokie, IL

Initially contracted to bring all Metrology Department documentation into compliance with FDA, GMP, and GLP standards.

Promotion 12/2001 shifted focus toward Division-wide process improvement. Added responsibilities:

Performed efficiency/gap analysis on all existing processes within the Division.

Revised process maps, as required.

Created new process maps, as required.

Created and updated GMP, GLP documentation to support all processes.

Trained personnel on new/revised processes.

**ISO 9000 Coordinator, Quality System Administrator, Lead Auditor**

Apr 2001 – Feb 2003

Fuchs Lubricants Company

Harvey, IL

Oversaw quality system for North American-Corporate headquarters.

Administered Internal Auditing Program (IAP) as Lead Auditor to include scheduling internal audits for nine auditors; administration of database; verification of corrective and preventive actions.

Shifted focus of IAP from compliance-based to effective-based monthly auditing, and established annual compliance audit of all elements.

Updated manufacturing work instructions from written to visual.

Chaired Management Review Meetings and established benchmarking program.

Co-chaired and administered Nonconformance Committee meetings/system to include root cause investigations; determination of corrective/preventive actions; communication of investigation results to suppliers, customers, and sales representatives.

**Documentation Leader**

Jul 1996 – Oct 1998

Resinoid Engineering Corporation

Skokie, IL

Hired to design, implement, and administrate a Document Control department for the Skokie plant.

Created/controlled system of 900+ documents. Documentation passed QS 9000 bench/desk audit.

Promotion shifted focus to QS 9000 implementation and Continuous Improvement efforts to include:

SPC design/implementation, process capability, customer complaint resolution (8D process), and benchmark establishment.

Participated as member of the Location Steering Committee to implement QS 9000, as Location Management Representative; the Corporate Steering Committee; the Location Audit Team.