**Carol Locus US Citizen**

**Technical Writer 5 Los Angeles, CA**

**PROFESSIONAL INSTRUCTIONAL MATERIALS –TW & BA EXPERIENCE SUMMARY**

* Instructional materials: conceptualization and presentation of many different types of materials needed for any audience
* Policies and Procedures, Standard Operating Procedures, Work Instructions (P&Ps, SOPs, WIs)
* Results driven with organizational skills, ERP and workflow understanding that enables data collection with correct prioritization of data for documentation (can take on lead TW-PM role as needed)
* Over 13 years’ experience documenting systems development in technical writer or business analyst role for system requirements, specifications or end user documentation
* Specialization in hardware and software documentation; JIRA or waterfall SDLC.
* Technical materials, white papers, trade magazine articles, content work, and editing with SMEs
* Liaise with Marketing
* Experience in International Standards Organization (ISO) 8000 and 9000 documentation for manufacturing.

**KEY COMPETENCIES**

* Instructional Design & Corporate Training/Teaching-for complex systems
* Technical Writing & Editing –per whatever professional or other standards
* Systems, Hardware and Software Documentation
* Past management and PM experience in product development support analyst; MS Project
* Website Content
* Writing, P&Ps, SOPs and WIs
* Expert: RoboHelp, Framemaker
* MadCap Flare Intro Training (easy for RoboHelp/FrameMaker Expert)
* Markdown Training on https://www.markdownguide.org/

**EDUCATION**

* Master’s Degree, University of Connecticut, Storrs, Connecticut
* Bachelor of Arts, American University, Paris, France
* French Language Certifications, Sorbonne, Paris, France
* Web Design & Development Certificates, with Distinction, CSUN
* Paralegal Certificate, LA Mission College
* Six Sigma Yellow Belt
* PM Essentials (a PMI certification) at Word and Brown

**TECHNICAL WRITER-ANALYST-CONTRACTING**

**Word & Brown Insurance Administrators, Inc**

**Sept 2024 – April 2025**

* Contractor. Tech Writer-Process Analyst. Member of Choice Transformation Program core team
* Designed Technical Design Documents (TDD) template and doc requirements
* Review and edit documentation written by developers for legacy upgrade to SAAS.
* Convert/write as-is functional specs in Word, APIs, Visio diagrams
* Work with architects and developers and key SMEs; develop, write to-be TDDs.
* Visio, MS Office, Jira, SharePoint, MS Teams

**TEKsystems Global Services at State Farm, Credit Union, Illinois, Contract/remote**

**Feb 2024 – Mar ‘2024**

* Member of TEKsystems consultant team at State Farm working on documentation conversion for
* State Farm (employee) credit union. Conversion into Adobe Experience Manager (AEM); title: Editor
* Edited P&Ps, SOPs, WIs for existing or new systems, updates or new documents
* Reformatted and converted old docs to bring up to current standards and branding; converted into PDF
* Worked with managers, cross functional teams, on P & Ps, SOPs, WIs, misc. guides, quick starts, and manuals in UX WI style
* Visio, MS Office, Jira, SharePoint, AdobePro, MS Teams, Adobe Experience Manager (AEM)

**Fluke Corporation, Seattle WA, CA/remote**

**Dec 2022 – Dec 2023**

* Contractor. Tech Writer-Process Analyst. Member of Core Team for new Oracle Cloud Product Lifecycle Management (PLM) global implementation for Product Development and (PD) and Product Information Management (PIM); product development support analyst, for legacy upgrade to SAAS.
* Work with engineering leads and managers, cross functional teams to create SOPs, work instructions (WI).
* Write WIs with SMEs for Product Development (PD), Product Information Management (PIM) PLM apps – used for training purposes for over 4000 staff worldwide.
* BA work: Analyzed gaps for needed materials; my materials were used by the implementers for training
* Did 100s of Visio diagrams as a basis to confirm testing and documentation
* Visio, MS Office, Jira, SharePoint, AdobePro, MS Teams

**ATT / DIRECTV, El Segundo, CA/remote**

**Summer- Fall 2022**

* Contractor. Tech Writer-Process Analyst. Writing policies, procedures, job aides, checklists; SW Delivery, Stream product offers and bundles; product development support analyst
* Interfacing collaborating to implement strategic innovations and upgrades; gates with business facing IT teams
* BA work: Documenting new and existing workflows to facilitate DTV breaking away from AT&T
* Agile and some waterfall style dev, iterative writing and documentation development, lots of Visio diagrams
* Visio, MS Office, Jira, SharePoint, AdobePro, MS Teams

**Gardant Health, Redwood City/Palo Alto, CA/remote**

**Winter 2022-Summer 2022**

* Contractor. Sr Tech Writer. Collaborated inter departmentally with cross functional SMEs to collect input for technical documents, product development support
* At times acted as a lead for technology development documents
* Organized, edited, standardized, materials from cross functional teams for FDA application for a new product (product was approved). Edited over 10,000 pages.
* Supported SMEs working on new product introduction (NPI), and corrective action plans (CAPA) with SOPs and other documentation.
* Visio, MS Office, Jira, SharePoint, AdobePro, Slack

**CAES (Cobham Advanced Electronic Solutions), Colorado Springs, CO/remote**

**Spring 2021-Winter 2021**

* Contractor. With Corporate Office, worked EST with teams in NY, NH, NJ, PA
* QA Compliance; & IT; Collaborate with SMEs to update, revise, write P&Ps, and SOPs.
* Updated all firewall and cybersecurity P&Ps, and SOPs including VPN, misc. cybersecurity docs.
* Knowledge of compliance frameworks, controls, and regulations; NIST
* Responsible for the creation and maintenance of technical and/or compliance-related documents; for the development, storage, cataloguing, and retrieval of documents; for document security, assigning access, and removing and archiving obsolete documents.
* Visio, MS Office, Jira, SharePoint, AdobePro, MS Teams

**ZUME, Calabasas, CA/remote**

**Winter 2020**

* Contractor. Manufacturing Tech Writer – Process Analyst. Manufacturing Engineering R&D Dept.
* Collaborated with engineers and writing team to document manufacturing equipment, installation, operation and system manuals (and the Fanuc robot); also edited many docs to conform to latest templates and standards – used for client training purposes
* GoogleDocs, MS Teams

**AMGEN, Thousand Oaks, CA/remote**

**Summer 2019 – Fall 2020**

* Contractor. Process Documentation Management (PDM) Lead, orchestrated Compliance documentation creation or revisions with directors, managers and other business unit leads and SMEs in R&D QA Compliance Dept
* Editor-writer, P&Ps, SOP’s, manuals in R&D QA Compliance, 3/2020-9/2020. CDOC-Veeva Vault
* Editor-writer, P&Ps, SOP’s, manuals in Engineering Department 9/2019-1/2020. CDOC-Veeva Vault
* Data collection and research for CAPAs, responses and resolutions, GMP, GDP
* Visio, MS Office, Jira, SharePoint, Veeva Vault, WebEx, Zoom

**GILEAD, San Dimas, & La Verne, CA**

**Spring-Summer 2019**

* Contractor. Manufacturing Tech Writer: Member of Manufacturing Compliance team; Veeva Vault.
* Tasked with auditing manufacturing production reports, batch records, forms and processes for GMP and GDP
* ISO 8 Gown and Material Transfer trained; spotted floor processes to note SOP gaps or needed clarifications
* Data collection and research for CAPAs, responses and resolutions
* Visio, MS Office, Jira, SharePoint, Veeva Vault, WebEx

**LA CARE, (Contract to Hire - FTE) Los Angeles, CA**

**Spring 2015 – Jan 2019**

* C2H.FTE.Member of IT Application Development and Support, and later in Solution Delivery facilitating fixes
* Tasked with fully documenting complex legacy systems to facilitate updates, upgrades and redesign
* Documented planning for conversions to new enterprise medical insurance architecture systems, including:
* Business user and system workflows
* Functional and technical specifications; system technical details for developers
* Run books, compliance responses
* Executive summaries for senior directors and corporate officers
* User guides and user references and training materials
* Complex Visio diagrams for new processes as a basis of testing verifications and documentation
* Member of four conversion project teams; documented conversion strategies, technical specifications; product development support analyst
* Based on experience with documentation for regulatory agencies have indicated areas of risk
* Edit project and budget proposals; prepare internal communications about technology implementation options
* Provided legal references, and full technical descriptions for web scraping as implemented by LAC
* Visio, MS Office, FootPrints (before) Jira, SharePoint, WebEx

**PRIOR EXPERIENCE IN MANUFACTURING & TRAINING- SUMMARY**

* Instructional & reference materials (Carbon/Captivate videos)
* Training / presenter
* Intranet website, largest in history of JPL
* WIs – per ISO requirements; process analyst/Visio

**EXIDE TECHNOLOGIES – 3 months**

Contractor. WIs – per ISO requirements

* Fully documented all plant manufacturing processes from delivery of raw materials to shipping product – used for training purposes
* Wrote (OSHA) Health and Safety operating procedures and regulatory related guidelines used in training
* Researched and wrote guidelines based on Exide regulatory permits to operate, Air Quality Monitoring District, Air Resource Board, (EPA) Department of Toxic Substances Control, Cal OSHA regulations

**Boeing Satellite Development Center, El Segundo, CA – 4 months**

Consultant, Scientific Technical Writer. Collaborated with materials and process engineers to write material specifications and work instructions. Worked in custom online collaborative tool similar to SharePoint.

**JPL-NASA – Internet-Intranet & Instructional Developer/Trainer – 18 months**

* Contractor. Presented on-line training and reference materials for the Oracle Discrete Manufacturing (ODM) ERP modules as a member of the JPL Integrated Planning Inventory Costing System (iPICS) project.
* Documented entire ODM in Quarbon (like Camtasia) with detailed annotated screens describing the proper workflow through the application. All 50+ tutorials included explanation/detailed instruction voice overs – used for training purposes
* Entire Oracle Discrete Manufacturing front end interfaces.
* Comprehensive Glossary and FAQ’s as bridge between legacy to new paperless system
* Resource, and Project Planning; Master Scheduler
* Purchase Ordering
* Time Keeping (Kronos)
* Materiel and Inventory Planning; (including parts policy, inventory)
* Detailed comparisons, and explanation of old system to new paperless system
* Documentation presented in online Intranet; fulfilled ISO Work Instruction Requirements.
* Carbon (like Camtasia)

**Capstone Turbine, Directv – Technical Writer/Instructional Designer – 1 year**

* Contractor. Wrote material specifications and work instructions based on research in many materiel databases – used for training purposes.
* Collaborated with subject matter experts for reviews and fine-tuning materials.
* Developed, wrote, coordinated and edited a variety of properties to include newsletters, technical information, reports and presentations utilizing multiple communications vehicles and authoring tools.
* Incorporated policies and procedures explanations in SW training materials.
* Authored work instructions describing detailed steps for repairs and maintenance on various components of Capstone microturbines for field technicians
* Composed and updated various technical communications, technical user guides and manuals in MS. Word, RoboHelp and FrameMaker

**Kaiser Permanente and Directv Instructional Materials – Corporate Trainer – 2+ years**

* Contractor. Designed and wrote all instructional materials for corporate wide rollout training
* Orchestrated collaboration with 3 IT departments to set up training room
* Trained almost 2000 employees before the deployment
* Wrote technical documentation with engineering subject matter experts about new products prior to public launch; used for in-house training purposes of customer-facing personnel. Collaborated in SharePoint.
* MS Office, Outlook, SharePoint

**SENIOR BUSINESS ANALYST CONSULTANT EXPERIENCE SUMMARY**

* Visio workflow diagrams
* ISO requirements
* Testing and deployment activities (WIs, training & reference materials)
* Gap analysis
* Over 15 years’ experience in various systems development support roles
* System specifications, analysis; scope definition; project documentation
* Visio use case and activity workflow diagrams for product and system functional specifications based on new systems architecture or enterprise resource planning (ERP), or for various in-house custom customer relationship management (CRM) tools to drive more effective customer/client efficiencies
* ISO 8000 and 9000 (manufacturing) work instructions, manuals, end user guides and references
* Project management experience per SDLC, Waterfall, Cascade, Agile
* Project management coordination: manage assigned team leads
* Great organizational skills - self-starter and quick-learner – deadline driven
* Review business analysis and system design to meet client needs
* Experience with Matrix, Waterfall, Agile, and traditional SDLC methodologies
* Strong interpersonal skills: ease coordinating and interfacing with personnel at all corporate levels
* Support product deployment activities
* user acceptance training
* training documentation
* training execution plan
* post-deployment validations
* Facilitate and coordinate meetings with subject matter experts (SME) for
* Requirements
* misc documentation
* specifications
* end user references
* end user training materials
* assist with product deployment
* user stories, user acceptance criteria, and test scripts
* business process flow-charts and misc. technical documents
* Executive presentations, work descriptions and proposals, statements of work, project scope
* Understanding of ERP and basic management and accounting principles; many in-house CMS
* Disaster recovery, business continuity, Sarbanes-Oxley workflows, documentation, P&Ps, SOPs
* Policies, procedures or standard operating procedures (P&Ps and SOPs) for existing or new systems
* Copy writing, marketing copy, editor for newsletters from engineering and technical SMEs
* Compose or update technical user guides and manuals in RoboHelp (expert), FrameMaker (expert)
* Web content; Instructional design of training materials; train-the-trainer
* Conceptualization and presentation of training materials needed for any audience
* Excellent communication and presentation skills

**TECHNICAL SUMMARY**

Platforms: MS Windows 10

**Authoring Tools:** MS Office, Google Docs MS Publisher, FrameMaker 5.5, 6, 7, 8, 9; 10. RoboHelp X4, X5, On-Line Help, RoboInfo, DreamWeaver, Qarbon, Captivate, Adobe Experience Manager (AEM)

**Enterprise Tools**: VeevaVault, Confluence, Jira/Scrum, Slack, MS Teams, GoogleDocs, Smartsheets, Maximo, some Passport (industrial enterprise-wide computerized maintenance management; Oracle (manufacturing and some financials), Oracle Discrete Manufacturing Module, Oracle Cloud PLM Product Development and Product Information Management, Microsoft Project, Visio, SharePoint