

Carol Locus

Los Angeles, CA

Carol@carollocus.com

EDUCATION / CERTIFICATIONS

Masters Degree, University of Connecticut, Storrs, Connecticut
Bachelor of Arts, American College, Paris, France
French Language Certifications, Sorbonne, Paris, France
Web Design & Development Certificates, with Distinction, CSUN
Paralegal Certificate, LA Mission College
Six Sigma Yellow Belt
Scrum Master Certification –in progress

SENIOR BUSINESS ANALYST CONSULTANT EXPERIENCE SUMMARY

- Over 15 years' experience in various systems development support roles
- System specifications, analysis; scope definition; project documentation
 - Visio use case and activity work flow 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

Contracting (&FTE at LAC & DTS)

AMGEN, Thousand Oaks, CA

Summer 2019 – Fall 2020

- Process Documentation Management (PDM) Lead; orchestrate 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.
- Editor-writer, P&Ps, SOP's, manuals in Engineering Department 9/2019-1/2020;

GILEAD, San Dimas, & La Verne, CA

Spring-Summer 2019

- Member of Manufacturing Compliance team
- Tasked with auditing manufacturing production reports, forms and processes for GMP and GDP
- ISO 8 Gown and Material Transfer trained; spotted floor processes to note SOP gaps or needed clarifications

LA CARE, (FTE) Los Angeles, CA

Spring 2015 – Jan 2019

- 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
- Interact in highly collaborative environments in wide-range of stakeholders and multiple partners
- 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
- Member of four conversion project teams; documenting conversion strategies and technical specifications
- 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

EXIDE TECHNOLOGIES, Vernon, CA

Fall 2014

- Fully documented all plant manufacturing processes from delivery of raw materials to shipping product
- 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

MEDTRONIC/MINIMED, Northridge, CA

Winter-Spring 2014

- Member of Quality Control Department, Design Assurance and Reliability Engineers
- Organized test data sets into the report topic structures and templates
- Per FDA reporting regulatory requirements in order to get FDA product approvals
- Conceived of workflow document progress tracking in Excel, also used by other writers

FIRST AMERICAN FINANCIAL SERVICES CORP., Santa Ana, CA

2012-2013

- Documented many complex IT data base driven applications for offshore administrators, developers
- Coordinated with key SMEs, Directors, and VPs to meet documentation needs
- Interfaced with developers and designers working in the Agile Software Development
- Diagrammed many complex systems in Visio
- Remote work for 6 months: Wrote about 700 pages about title search applications of customized instructional materials and quick references for in-house and customer facing personnel of various First American subsidiaries (DataTree, DataTrace) and a few other database products that were being consolidated or expanded or enhanced

DIRECTV, El Segundo, CA

2011

- Wrote technical documentation with engineering subject matter experts used for in-house training purposes of customer-facing personnel

DTS Digital Entertainment, (FTE) Calabasas, CA

2008-2009

- Formulated new manual design to clarify and facilitate product planner implementation
- Established a new standard of product illustrations
- Converted DTS-HD Decoding Licensee Manual from MS Word into FrameMaker
- Collaborated to put in place new product documentation; worked with marketing
- Designed writing work flow process to streamline subject matter expert time spent on documentation.

BUSINESS ANALYST 2005-2008

TECHNICOLOR, Burbank, CA. Senior Business Analyst

2007-2008

- Diagrammed dozens of use cases based on my analysis and new system architecture designs

NASA-JPL, CALTECH, Altadena, CA. Business Analyst/Technical Writer

2007

- Researched, and collaborated to update Lab-wide P&Ps and SOPs for JPL management

S.CAL EDISON, COUNTRYWIDE, INDYMAC. Senior Business Analyst

2006-2007

- Finalized about a dozen research reports with engineering support
- Developed, wrote, coordinated and edited a variety of properties to include newsletters, technical information, reports and presentations utilizing multiple communications vehicles and authoring tools.
- Worked with corporate IT and departmental senior VP's and Managers to put in place policies and procedures for ITIL style to meet Sarbanes-Oxley audit requirement deadlines
- Documented existing database marketing applications and front end interfaces, to determine and establish new enhancements to marketing systems
- Ensured business continuity with documentation of redundant systems and their interfaces and handoffs

INTRANET DEVELOPER-WEB CONTENT 2004-2005

NASA-JPL, CALTECH, Altadena, CA. Business Analyst - Web Developer

2004-2005

- Interviewed and interfaced with many material specialists and senior business analysts for information gathering and updates for Oracle workflow customizations
- Worked off business analysis documentation, use case scripts and diagrams
- Interviewed subject matter experts for authoring and documentation reviews
- Attended, supported and provided training sessions for Manufacturing and Design Engineers, Administrative Staff and Managers
- Authored extensive interactive online help was the largest reference system in the history of JPL
- Materials authored fulfilled ISO Work Instruction requirements

MISC SR BA & TECHNICAL WRITING /ANALYST WORK 2000-2004

FIRST AMERICAN FINANCIAL SERVICES CORP., Santa Ana, CA.

Business Analyst

- Provided analysis and recommendations to facilitate best presentations for end-users
- Assisted, edited and provided suggestions and feedback to senior business analysts
- Very efficiently updated product data sheets, system operation and installation manuals
- Caught up significant backlog of work instructions needed prior to new product release
- Updated torque specifications reference which resolved inter-department inconsistencies
- Analyzed, debugged and made recommendations regarding custom products and their documentation

APPLICATIONS & PLATFORMS EXPERIENCE

Platforms: MS Windows 10.

Authoring Tools: MS Office, MS Publisher, FrameMaker 5.5, 6, 7, 8, 9; 10. Adobe RoboHelp X5, X4 & legacy, On-Line Help, RoboInfo, Adobe DreamWeaver (Creative Suite), Qarbon, Captivate.

Graphics Tools: PhotoShop, PaintShopPro, Photo Paint, Mosaic, Spicer Imagenation 7, MicroGraphx; SnagIt; Vellum.

Enterprise Tools: VevaVault, MS Visual Development Studio; MS InterDev; Merant PVCS Tracker, v7.5. MS Visual Source Safe, (MS Visual Development Studio), TFS, DOORS Version Control, Avante, Axalante, Maximo, some Passport (industrial enterprise-wide computerized maintenance management, somewhat like SAP or PeopleSoft), Oracle (manufacturing and some financials), Oracle Discrete Manufacturing Module, Microsoft Project, SmartSheets, Visio, Erwin, SharePoint, MS Project and Server (basics), TFS, Confluence/JIRA, Footprints, CCA, QNXT, TPM, ACCIO..