Carol Locus
Los Angeles, CA

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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

TECHNICAL WRITER / ANALYST CONSULTANT EXPERIENCE SUMMARY

- Over 15 years' experience documenting systems development as technical writer/analyst
- 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)
- ISO 8000 and 9000 (manufacturing) work instructions
- Project management experience per SDLC, Waterfall, Cascade, Agile
  - Project management coordination; managed assigned team leads
  - Review business analysis and 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
  - Facilitate and coordinate meetings with subject matter experts (SME) for content
  - Executive presentations, work descriptions and proposals, statements of work, project scope
- Understanding of ERP and basic management and accounting principles
- 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 SMEs and technical materials
- Compose or update technical user guides and manuals in RoboHelp and FrameMaker
- Web content; Instructional design of training materials; train-the-trainer
  - Conceptualization and presentation of training materials needed for any audience

TECHNICAL WRITER / ANALYST – Contracting (&FTE: LAC & DTS)

AMGEN, Thousand Oaks, CA   **Summer 2019 – Jan 2020**
- Editor-writer, P&Ps, SOP's, standards and manuals in Engineering Department; CDOCS document repository.

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
- 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
- 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.

APPLICATIONS & PLATFORMS EXPERIENCE

Platforms: MS Windows 7, 10.
Authoring Tools: MS Office, MS Publisher, FrameMaker 5.5, 6, 7, 8, 9; 10. RoboHelp X5, X4, On-Line Help, RoboInfo, DreamWeaver, Qarbon, Captivate.
Graphics Tools: PhotoShop, PaintShopPro, Photo Paint, Mosaic, Spicer Imagenation 7, MicroGraphx; SnagIt; Vellum.
Enterprise Tools: GVault, CDOCS, MS Visual Development Studio; MS InterDev; Merant PVCS Tracker, v7.5. MS Visual Source Safe, (MS Visual Development Studio), 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, Visio, Erwin, SharePoint, MS Project and Server (basics), TFS, Confluence/JIRA, Footprints, CCA, QNXT, TPM, ACCIO..