

Summary

Application/ Support Engineer with 10+ years experience in document management, publishing, and desktop computing for large, multinational pharmaceutical and telecommunications firms. Skilled technical trainer and troubleshooter, able to diagnose and solve technical problems and concisely document the problem resolution for future reference. Quick learner with excellent people skills, polished presentation and public speaking talents, expert in oral and written communication; able to bridge the gap between technical and non-technical users. Earned reputation as solid team player, building relationships across departmental lines.

Professional Experience

Business Analyst

2004

DeepBridge Content Solutions, New York, NY

- Analyzed business processes for scientific journal publishing company.
- Co-authored process narrative and design documents that described Documentum integration procedures, scheduling milestones, and publishing processes.

Applications Support Engineer & Senior Technical Trainer

2000-2003

Core Switching Division - Lucent Technologies (formerly Cascade/ Ascend), Westford, MA

- Provided technical support, troubleshooting, and training for over 1500 Documentum (electronic document management system) users across four divisions and three continents. Also supported desktop applications that were integrated with Documentum (Microsoft Office, Microsoft Project, Adobe FrameMaker).
- Developed and updated training curriculum; customized course material to meet needs of departments, including engineering, customer support, manufacturing, and marketing.
- Delivered training classes to Documentum and Vantive users: PowerPoint presentations with Q&A sessions, hands-on lab classes, NetMeeting, teleconferencing, videoconferencing.
- Assisted engineers and managers in controlling documents, structuring file storage, and writing queries for dynamic attribute searches.
- Wrote ISO 9001 procedures and participated in internal and external ISO audits.
- Developed and published web content for Core Switching's intranet.

Manager, Documentation

1994-2000

Pharmaceutical Development, AstraZeneca Pharmaceuticals LP, Westborough, MA

- Provided technical support, troubleshooting, and training for 40+ users within the department while serving as administrator for Documentum. Created virtual documents in Documentum and published as PDFs.
- Developed user and training guidelines. Maintained a current repository of Research & Development documentation.
- Published and issued protocols, stability data, and development and analytical reports to appropriate departments for use in New Drug Applications (NDAs) and other regulatory submissions.
- Evaluated electronic document management systems. Assisted in implementation from pilot through production phases, working closely with the Documentum developer to customize

software to meet users' needs.

- Generated department reference pages for Astra's intranet.
- Proofread, edited, published, and issued all reports authored by department personnel.

Laboratory Practice Coordinator/ Stability Chemist

1992-1994

Armstrong Pharmaceuticals, Inc. (now Celltech), Norwood, MA

- Developed a comprehensive plan for Good Laboratory Practice, including study protocols, SOPs, and personnel training programs. Audited laboratory notebooks, HPLC data, and stability data.
- Prepared data summaries and helped submit Abbreviated New Drug Applications.
- Conducted safety audits and ensured compliance.
- Administered 30+ user Macintosh network.
- Devised methods of analysis for asthma drugs in metered-dose inhaler (MDI) form.
- Performed stability testing regimen in accordance with FDA guidelines. Analyzed particle size using Andersen impaction and optical microscopy. Analyzed samples using Karl Fischer titration, TLC, HPLC, and UV-vis spectrophotometry.

Quality Engineer

1990-1991

Eveready Battery Company, Maryville, MO

- Improved quality standards for manufacturing process while reducing waste and expense.
- Supervised new packaging line installation and prove-in.
- Conducted world class quality meetings; worked with action teams to modify process and increase product quality.
- Produced training manual and implemented training program for production workers.

Chemistry Co-op Student

1989

Electric Power Research Institute - High-Sulfur Test Center, Barker, NY

- Performed inorganic chemical analyses on samples generated by wet scrubber systems.
- Used atomic absorption spectrophotometry to analyze cations.
- Maintained process quality through measurements and calibration.
- Analyzed surface area of lime samples for the Department of Energy.

Education

Rensselaer Polytechnic Institute, Troy, NY

B.Sc., Chemistry, Minor in Literature, 1990

Volunteer Experience

Advocate, Domestic Violence Victim Assistance Program	2002-present
Customer Service Volunteer, American Red Cross Blood Services	2000-present
Treasurer, Lucent Employee Activities Committee	2000-2003
Coordinator, Lucent Medical Emergency Response Team	2000-2003

Interests

Hiking, vacationing in the Adirondacks, comic books, British cars, road rallying, gaming, Lego, quiz shows, Macs, motorcycles, wordplay, and zymurgy.