

Helen M. Mitchell

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OBJECTIVE

To apply my technical and communication skills at a company where I can create value using my content development, writing, editing and communication expertise along with my extensive business experience, while expanding my knowledge and professional development.

OVERVIEW OF SKILLS

- Outstanding documentation project management, from needs assessment, information mapping and content development to publication of materials.
- Customer-focused attention to detail at every stage of a project.
- Strong work ethic, time management and organizational skills.
- Flexibility for working independently and in a team environment.
- Use of appropriate writing style and visual aids to engage the audience.
- Ability to quickly become subject matter expert in my area, learn new software programs and assess/adapt to a company's procedures and industry guidelines.
- Expert technical and creative skills using major software programs including: Word, Excel, PowerPoint, Access, Adobe Software, InDesign, Illustrator, Photoshop, Acrobat PDF, Dreamweaver and more.
- Effective use of professional design and graphics creation to drive message to target audience in voice and style of the company.
- Experience using HTML, content management and database systems.
- Clear and direct coordination with vendors.

CAREER ACCOMPLISHMENTS

- Manage and balance day-to-day and project workloads from content development to publication of materials and presentations.
- Collaborate with individuals inside and outside of an organization to successfully plan, analyze and execute assigned projects.
- Develop and nurture customer relations within the company and with outside vendors and agencies.
- Lead individuals and teams with clear communication and respect.
- Assure quality and accuracy of presentations and materials, while adhering to budget and deadline obligations.
- Develop and incorporate product line, company branding, legal disclaimers and regulatory information into materials, as required.
- Construct technically accurate and creative files using the current industry standard software.
- Transform thoughts and ideas into viable messages and visual aids for customers and staff.

PROFESSIONAL EXPERIENCE

Bioclinica, Audubon, PA

11/2013 – present

Technical Writer – Product Management

09/2016 – present

Technical Writer – Client Training Services

10/2014 – 09/2016

Technical Writer – QA/Regulatory

11/2013 – 10/2014

Working closely with cross-functional teams, I develop, edit and update a variety of technical documentation to support multiple applications in the Bioclinica eHealth software product line.

Each Bioclinica product is unique and so are the product users. I translate technical jargon into easy to understand information with step-by-step instructions that allow users at all levels of an organization to access and use the features and functions in our products.

Working closely with the product manager and cross-functional team members, I coordinate and perform the activities that occur for each project. High level activities include:

- Analyze project requirements to determine appropriate documentation needs.
- Review existing materials for product or use template and style sheets I developed for new products.
- Develop plans and timelines for activities, to ensure that deliverables are produced and released as required.
- Attend and run meetings with cross-functional team members.
- Coordinate with appropriate individuals or teams (UX/UI, Development, Validations) to get access to the systems and information about enhancements to features and functions.
- Identify Subject Matter Expert (SME) reviewers and work with their schedules to get input on draft versions and resolution of issues to ensure that deliverables are high quality and provide maximum value to users.

Additionally, I developed a style guide and template for the technical documentation that is produced by the company. These materials are used by people inside and outside of the organization to create and update a variety of customer-facing and regulatory-required documentation.

SEI, Oaks, PA (contract position)

10/2012 – 10/2013

Communications Specialist

Working with agile teams, I developed instructional style guides for an financial software product that is used internationally. The documentation I developed is used by UI/UX designers, software developers, programmers and business units as this application is scaled-up to meet increasing demand for additional functionality. Reviewing wireframes, slides, code and various versions of the developing software, I made recommendations for best practices. With the green light from the business units, I documented attributes with easy to understand directions plus visual aids (graphics) to ensure that this robust program contains a cohesive appearance, regardless of when or where code enhancements are produced. These documents are used by team members in multiple countries for software development, quality assurance and training materials.

Lutron Electronics, Coopersburg, PA (contract position through CommTech)

1/2010 – 9/2012

Communications Specialist | Technical Writer

Working closely with engineers, software developers and product managers I developed, wrote and edited instruction manuals and other literature for hardware and software products. The materials I developed are used by employees and customers to promote knowledge/use of the products and systems produced and sold by the company. Managing multiple projects simultaneously from initial request, I researched specific information needed for each project, then gathered or created appropriate items (including specifications, graphs, illustrations, foreign language translations) from project groups and subject matter experts. Using Adobe and Microsoft programs and adhering to templates and style guides, the documents and literature were produced and published to electronic and print format.

Dorman Products, Inc., Colmar, PA 11/2003 – 07/2009

Communications Specialist

Collaborating with product managers, engineers and cross-functional teams, I designed and produced marketing collateral including presentation materials, literature, graphics, signs, displays, manuals and product/packaging items. I managed and balanced a variety of projects and daily tasks to create print and electronic materials. I coordinated with editors and vendors to provide text translation from English into other languages as needed. Working on the product packaging team I had the role of subject matter expert, which included creating and executing best practice guides for development of retail packaging and store signage to ensure consistency of materials by product line. I wrote detailed technical documentation to educate employees on how to use company-specific software programs. Managed and trained temporary staff as needed.

Freelance Communications Specialist, Bala Cynwyd, PA

10/2001 – 11/2003

Communications Specialist

Working for companies in various industries, I developed, created and designed print and electronic materials. Working with contributors from cross-functional teams, I researched and gathered necessary information from a variety of sources to generate persuasive literature for medical companies, software products and retail operations.

Merck and Co., Inc., West Point, PA

03/1999 – 09/2001

Communications Analyst

Working with medical specialists, I developed, produced, edited and created visual aids for educational books, multi-media presentations and literature that were used to enhance product knowledge for staff and management. At Merck, I created award-winning illustrations and logos for various departments, studies and teams. Acting as liaison to internal clients and vendors, I worked closely with all individuals to ensure projects were delivered within established timeframes and budget. I recorded and produced the soundtrack for a CD-ROM learning program using Sound Forge.

Mitchell Marketing, Eagleville, PA

06/1996 – 03/1999

Communications Professional

KAR Printing, Audubon, PA

01/1995 – 06/1996

Business Analyst

Aetna (US Healthcare), Blue Bell, PA

07/1989 – 01/1995

Junior Editor

EDUCATION

Philadelphia School of Printing and Advertising, Philadelphia, PA

Major: Communications

Onsite and online programs at various locations. Classes taken periodically to learn about subjects of interest to me and to enhance my knowledge of business, communication protocols, industry trends, software programs, psychology, and mind/body connection.