

# Susan Frazier

**Technical Writer / Business Analyst**

Email: frazierportfolio@gmail.com –updated 6/9/2011

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I am Susan Frazier, a Sr. Technical Writer and Business Analyst with experience in Professional Executable Plans (PEP/Agile/SCRUM) and Software Development Life Cycles (SDLC).

The majority of my duties are to communicate closely with Project Managers and Stakeholders using an end-to-end solution process; starting with the assessment of requirements, authoring documentation, testing and training users during implementation; and then performing quality validation of the final documentation before delivery to the customer.

**Highly computer literate in PC Windows and Apple MAC OS Systems:** I write with Microsoft Office-MS Word, diagram with Visio, Illustrate with Adobe Illustrator, Photoshop and CorelDraw. Create Web content with Dreamweaver (HMTL/CSS), Swish and Flash (intermediate Action Script). Additionally, I have used JG Edwards, Agile and Remedy management control systems. Acrobat Professional, digital photography are also used to perform my duties as required

## Professional Corporate Experience

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### Broadcom, Irvine, California – May 2011 Consultant

Documentation Tech Writer - Support Services Department:

- Support documentation for Help Desk, end users, administrators and developers with a solutions approach. Creating knowledge resources that include user's guides, reference manuals, and other supporting materials. In each case, the work I do responds to a particular need and is carried out in partnership with the requester.
- Solution project cases created in FrameMaker, MSWord and HTML/CSS in Dreamweaver.
- Remedy solutions application used for tracking project cases and communication with Stakeholders, Help Desk and Support Services team.

### Quest Diagnostics, San Clemente, California – April 2010 to April 2011

IT Tech Writer, Business Analyst (PEP/Agile), support services to IT Developer and Architect project manager:

- Software Development Life Cycle (SDLC) to write requirements and assist end users, developers with creating requirements, end user guides, UFS and UAT & SYS test documentation.
- Minor programming of Flex Web Forms for gathering requirements from Labs and technicians.
- Mapped Network and Database processes in Visio/Excel for Traceability matrix.
- Assist Project Engineers and Developers to format, organize requirement/test
- Write SOP documentation for NichPRO to provide consistent transparency to all programmers and new users.

### Signature Control Systems, 4 Mason, Irvine, California – March 2009 to April 2010

Support services to Sales & Marketing Engineering Departments:

- Produced 20 plus product Installation and User Manuals. (Operation, Software and Programming)
- Created PowerPoint presentations--with original graphics and animation--for client proposals.
- Converted 'eConstellation' training content into an online help file using RoboHelp.

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## **Alcon Labs, Inc. 15800 Alton Parkway, Irvine, California – March 2007 to Sept 2008**

Support services Alcon VIT, R & D Engineering Department:

- During a R&D project phase, assisted 20 Project Engineer's in verification and validation documentation. Also, writing research clinical study paper for Retina operating test results from the project Director's reports.
- Record and edit Project Engineer's SOP procedures in MS Word.
- Maintained design files and uploaded engineering documents into Winchill within the JD Edwards's archive Database.
- Provided illustration for diagrams and presentation services with PowerPoint and Visio applications.

## **TERUMO Valencia Avenue, Tustin, California – Nov 2005 to Dec 2006**

Support services to Cardiovascular Systems R&D Engineering Department:

- Researched, wrote and illustrated a 510K proposal Operator's Manual for the FDA panel review of a new prototype Brain Scanning technology Medical Device; which was approved for manufacturing within several months.
- Recorded and edited Project Engineer's standard operating manufacturing procedures in MS Word.
- Illustrated product prototypes for Engineers with Corel or Adobe applications.

## **MGE UPS SYSTEMS, INC. Scenic Avenue, Costa Mesa, California – Oct 2002 to Nov 2005**

Support services to Marketing R&D Engineering Department:

- Produced 150 UPS System product manufacturing Installation and User Manuals for 30+ Project Engineers over four years.
- Researched, wrote and illustrated all technical publications of UPS systems at MGE.
- Assisting Engineer's technical specifications, Quick Start reference guides and an occasional proposal for PowerPoint presentations.
- Created and updated templates to Corporate Graphical Standard changes.
- Uploaded final documents into 'Agile' that maintain the archive Database Document Control.
- Maintained content (HTML) updates for the MGE Corporate Web site for Retailers
- Created four Banner ads (SwishMax) to publicize a new UPS product line and attract reseller distributors that saved MGE from paying higher advertising costs.
- Researched and created a fully interactive product training CD ROM for new employees and resellers.

## **Nichols Institute Diagnostics, San Juan Capistrano - 1997 to 2000**

Start-to-Finish User Operator's Manuals to describe a new Immunoassay Analyzer process:

- Researched, wrote and illustrated the technical publication of Analyzer for Technical Support and end users.
- Assisted Developer by designing 30 universal icons for the Analyzer touch screen menus.
- Beta tested the Analyzer program for the Programming and Quality Control Departments.
- Provided RoboHelp (16-bit) online content for F1 context touch-screen help files.
- Provided updates to Documentation Control services to maintain digital and print logs.

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## **Alcon Laboratories, Inc. Irvine - 1994 to 1997**

Graphic Design support services to the Marketing Department:

Designed package labels for surgical medical device kits and shipping cartons for VIT equipment.

Illustrated 2-D line drawings, iconic symbols and components of the VIT system for parts Library used by VIT Project Engineers.

- Uploaded final documents into Winchill that maintain the JD Edwards's archive Database.

## **Baxter Healthcare ACT - Irvine – 1993**

Document support services to Medical Engineering Department and Clean Room personnel:

- Edit and format regulatory documentation written by Project Engineers.
- Personal Designer CAD application used to draft mechanicals of IV products from engineering sketches.
- Documentation services to maintain SOP regulatory binders for Clean Room personnel.

## **Standard Communications - Gardena – 1993**

Support to Market Department's Art Director:

- Assist in designing direct mail brochures and trade show collaterals.
- Assist co-workers and Out-source Consultants with print specifications.
- Assist co-workers to use new word processing 'WordStar' application.
- Verified and approved print vendor's sample comps before publication.

## **Harpers - Los Angeles – 1992 (Direct, Supervisor Lead)**

Management Supervisor Lead for 30+ Technical Writers and Illustrators:

Assist HR to interview and hire qualified personnel for eight month contract.

- Assist IT Administrator to define and setup the Network User Administration requisites for LAN workstations and video cams for personnel.

Direct and Supervise personnel in reaching urgent quotas that record metal cabinet 'Punch' procedures from start-to-finish within specified timeline.

Maintained digital and print file/server, printer/server, back up and Binder document controlled logs to be electronically transported to archive destinations.

## **Group Technology (formerly Honeywell) - Tampa, Florida - 1987-1992 (Permanent)**

Support Services to R&D Engineering and Marketing Departments: (Top Secret Clearance)

- AutoCAD Drafter, Technical Illustrator and Proposal Writer for five years.
- Product component illustration to DOD Military Standards for technical manuals (pre-ISO 9000).
- Assisted R&D Mechanical Design Engineer's to research, write and illustrate components for technical publications, tech specifications and final validation processes.
- Wrote a proposal outlining product manufacturing process for Military contract consideration. We won an important contract with the proposal.
- Assisted Art Department to write copy and design collateral for Magazine advertisements of GT products, including direction of Photographers and Actors to create scenarios that properly demonstrated the Military application of GP product equipment.

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## Education

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California Institute of the Arts - Bachelor of Fine Arts - Valencia, California

Hillsborough CC - AutoCAD - Tampa, Florida

Irvine Valley CC – PageMaker; PHP/SQL Beginner - Irvine, California

Saddleback CC – Flash, Dreamweaver – Mission Viejo, California

Thank You for considering my Resume.