

# Susan McLain

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## Experience Areas

- Project Analyst (Project Management Organization)
  - Provided master schedule support
  - Edited requirements documentation for content, ability to be developed, and clarity of information as well as compliance to templates, language, and purpose of document
  - Developed reports such as Requirements fulfillment mapping reports and status reports for project management
- Quality Processes
  - Developed protocols and managed multi-disciplinary quality engineering process for component and system verification of the Uroview 2000 –passing FDA inspection on the first audit.
  - Trained in reliability, regulatory, FDA processes, and quality assurance while managing the documentation to support development and end users as well as Six Sigma
  - Developed approval processes for documentation at several companies
  - Managed change control and configuration at several companies
  - Developed and implemented process improvements
- Usability Engineering and Product Validations
  - Assisted in development of user interface
  - Conceptualized and tested usability features of software during development and testing
  - Performed product validations at client site
- Software and Hardware Verification and Testing
  - Developed protocols and managed process to completion, ensuring compliance to spec
  - Performed testing
  - Provided product improvement suggestions and identified bugs
- Requirements
  - Developed and wrote requirements specifications and individual requirements for software and hardware
  - Assisted in developing templates and database for requirements and user interface
- Marketing and Communications
  - Developed case studies, white papers, outbound and internal communications, press releases—drove internal and external awareness of products and offerings.
  - Conceptualized and produced strategic and effective internal and external training, sales toolkits and aids, responses to RFPs, documentation sets and assisted in branding development.
  - Managed all communications for several business units simultaneously including: web sites, contact database, FDA documentation, sales literature, photography.
  - Developed branding and marketing plans for small to medium size businesses; implemented marketing and advertising programs.

- Training
  - Developed training program for Heliuss, Inc. for vendors, partners, sales team, internal team, technical teams.
  - Wrote and presented training and training aids.
- Technical Writing and Illustration
  - Editor – managed editing CEO letters, marketing documents, all technical documents, requirements specifications, project documentation; fixed issues in Word
  - Managed inception to configuration control of all end user documentation for GE Healthcare for several products
  - Conceptualized, developed, and managed documentation sets for training, technical, and end users for Heliuss, Inc. and Arlington Scientific, Inc.
  - Identified and interpreted client concerns and needs into requirements and documentation that assisted the client at all levels of support and for end users.
  - Developed technical white papers and illustrations.
- Graphic Design
  - Developed and maintained all graphic design artwork and illustration at several different companies.
  - Designed and maintained websites, logos, and other branded literature.

## **Background Employment**

- Hewlett-Packard, Project Analyst, Aug 2009 – present.
- The Writing Way, Proprietor, Aug 2007 – Aug 2009.
- Arlington Scientific, Inc., Marketing Manager, Aug 2006 – Aug 2007.
- Heliuss, Inc. a division of Hughes, Senior Marketing Communications Manager and Senior Technical Writer, Oct 2004 – Aug 2006.
- General Electric Healthcare, Technical Writer II, Software Validation Engineer, Lead Serviceability Engineer Dec 1998 – Oct 2004.

## **Accomplishments**

- Developed and managed full documentation systems. Simultaneously managed documentation and training for technical, sales, marketing, partners, and vendors.
- Concurrently managed the marketing and technical documentation as well as all other marketing needs for 5 unrelated businesses while at Arlington Scientific, Inc.
- Streamlined a document process at GE to save the company \$100,000 in the first year.
- Currently involved in Project Management training courses; taught self MS Project and took additional training on project scheduling to enhance knowledge with practice.
- Coordinated, wrote, and ensured all hardware protocols were developed and processed/passed per FDA regulations.

## **Software Skills**

- Microsoft Office 2003 and 2007 (Word, Project, Excel, Access, PowerPoint, Publisher)
- SharePoint, Team Foundation Server (TFS) and Enterprise Architect (EA)
- Adobe Creative Suite 3 (Illustrator, InDesign, Photoshop, Dreamweaver, Acrobat Professional)

- Screen capture software such as Snagit
- Microsoft XP, Vista, and Apple OS
- Apple software (Pages, Numbers, and MS Office for Apple)

### **Other skills**

Project management, self-starter, well organized, develops and implements quality processes, critical assessment of processes, innovates improvement, enthusiastic and positive, problem solver.