

22539 Abbeytown Road Springdale AR 72764  
[www.linkedin.com/in/joanthomas](http://www.linkedin.com/in/joanthomas)

Cell: 918-283-3001  
[joanmariethomas@yahoo.com](mailto:joanmariethomas@yahoo.com)

A technical communications professional with varied work experiences in analytical fields: healthcare, laboratory, financial services, high tech, telecom, manufacturing, consulting, aerospace, and sciences.

## **CORE COMPETENCIES**

- ✓ Motivated maven with a strong technical aptitude who quickly adapts to changing company needs.
- ✓ Cross-functional team player who effectively communicates according to specific audiences; defines SOW and works with consultants for translation, course design, and software implementation projects.

## **EXPERIENCE HIGHLIGHTS – [HTTP://WWW.BEBPUBLISHING.COM/LIQUIDGEM/INDEX.HTML](http://www.bebpublishing.com/liquidgem/index.html)**

### **Technical Writing & Training**

Designs & consistently delivers publications/courses on schedule using efficient time management skills.

Conscientious and thrifty worker who:

- ✓ Created a company Intranet site in HTML when costs for Microsoft's SharePoint solution were too steep. As a team player, worked on both technical projects and interdepartmental policies.
- ✓ In addition to the design of team websites; as a SharePoint and Intranet SME, performed administrative functions on corporate websites.
- ✓ Evaluated solutions for an LMS, then prepared & deployed the solution for internal/customer training info.
- ✓ Acquires necessary software skills via free webinars without impacting deliverable schedules.
- ✓ Mentored new writers/contractors on departmental procedures & suggested efficient process changes.
- ✓ ISO auditing project benefited from my volunteer efforts and first-hand knowledge of operations.
- ✓ Created multimedia templates adhering to existing style guidelines for consistent quality.
- ✓ Developed/conducted in-house Knowledge Transfer training sessions and presentations both live and remotely; created eLearning quiz maker modules, both independently and in collaboration with SMEs.
- ✓ Effectively interviewed SMEs and resolved issues discovered in a timely manner, in person or remotely to create documentation and course materials.
- ✓ Maintained accuracy when creating/editing docs and training content by validating procedures, illustrating documents for clarity, in addition to basic spell checking and proofreading.

### **Project Management**

- ✓ Defined project plans & worked with consultants to implement them. Managed multiple deliverables for software releases & created/implemented doc plans using Enterprise Resource Planning knowledge.
- ✓ Routinely documented and tracked software/hardware issues with development and quality control departments to increase the accuracy of data generated or documents written.
- ✓ Builds rapport with SMEs by independently conducting technical research before requesting assistance, and shares information with others to improve their productivity by encouraging self-reliance.
- ✓ Independently conducts complex procedures and summarizes data effectively.

## **EMPLOYMENT HISTORY**

**Senior Process Analyst** UnitedHealthcare, Telecommute, Aug 2016 – present  
Telecommuting full-time as a Senior Process Analyst for UnitedHealthCare on the Provider Operations Change Management team. DOC liaison working with business units to create/publish/revise standard operating procedures.

**Maintenance Programs Tech (Technical Writer Specialist)** American Airlines Maintenance, Tulsa OK  
contract basis Feb 2016 – Aug 2016 *Bridging project work cards - Airbus A319/A321 (A320FLUS) & Boeing B787 fleets*

**Technical Writer** Level 3 Communications, Tulsa OK, June 2015 – Feb 2016 (contract basis)  
*Software migration invoice billing communications and training*

**Technical Writer** Spirit Aerosystems, Tulsa OK, 2015 – June 2015 (contract basis)  
*Maintenance Procedures for airplane wing/fuselage manufacturer*

**Technical Writer / Training Administrator** APS Technology, Wallingford CT, 2011 – 2015  
*Electromechanical, instrumentation & sensor design doc, IT support, Training LMS*

**Technical Writer** IPC Systems, Inc. / Information Systems, Fairfield CT, 2007-2011  
*Trading Systems Hardware and Software Documentation*

**Technical Writer** Colangelo (client was Diageo), Darien CT, 2011 (contractor)  
*Create a SharePoint User Guide / Quick Start Guide*

**Senior Information Developer** Computershare / Transcentive Inc., Shelton CT, 2001-2007  
*Stock Options and Equity Compensation Software Documentation*

#### **Other Tech Writing**

- ✓ Dictaphone Corporation / L&H - *Voice and Text Product Documentation for the IHS Healthcare Division*
- ✓ ADC Telecommunications / ADC NewNet - *Short Message & Over-the-Air Message Service Telecom*
- ✓ Bridgeport Machines - *Computerized Numerical Control (CNC) Machine Operation & Program Manuals*

**Sr. Environmental Scientist/Consultant** -12 years at CCA / YWC

#### **FORMAL EDUCATION**

**MS, Environmental Science**, UNH, New Haven CT; **BS, Geology/Geophysics** UCONN, Storrs CT

#### **BYOD FOR TELECOMMUTING**

Desktop-Dell XPS, 64-bit, 16 MB Ram, 3.1 GHZ, core i7, Windows 8.1; HS Internet (100 Mbps/ 22 Mbps)  
Laptop-HP 17-p161dx, 64-Bit, 6 MB Ram, 1.9 GHZ, AMD Quad-Core A10-7300 Accelerated, Windows 10

#### **SOFTWARE SKILLS**

**Microsoft Office Suite 2013** ~ Word, Publisher, PowerPoint, FrontPage, Project, Outlook, Excel, Lync  
**Adobe Suite** ~ Acrobat, Illustrator, Photoshop, Freehand, FrameMaker, FrameScript, IxGen  
**Operating Systems & Interfaces** ~ Windows, LINUX, UNIX, DOS, MAC OS10, Oracle Apps, PeopleSoft, ADP  
**Doc Control System/Database** ~ VSS Sofffront/Track, Rational ClearCase/ClearQuest, Quickbase, JDC  
**Web** ~ Caspio Bridge; MS SharePoint (MOSS/Foundation), Dreamweaver, IE/FireFox, SurveyMonkey  
**Multimedia Graphics** ~ PaintShopPro, Corel Draw, Snag-it, Visio, Smartdraw, Camtasia  
**eLearning & LMS** ~ Lectora, Snap/Empower, Articulate Quizmaker, PowerPoint, PDFs; Epath, Cornerstone  
**Help** ~ ePublisher/WWP, RoboHelp, WinHelp; **ERP/PLM** ~ Vantage/Epicor, Procad, Concur Workforce, Maximo  
**Telecommute** ~ Remote Access, Citrix, VPN, WebEx, MS Live Meeting, Adobe Connect, Skype, Yahoo, join.me

#### **CERTIFICATIONS & OTHER TRAINING**

- ✓ 2019 - UHC's Agile Scrum Foundation & OSAM (Optum Scalable Agile Methodology) courses
- ✓ 2015 - Oklahoma WorkKeys Career Readiness Certified (79, 83, & 84 out of 90); Proficiency for MS Word (very effective) /Excel (moderate) & Typing (96% accurate, 46 WPM)
- ✓ Microsoft Office Specialist, Word 2007
- ✓ Adobe Certified Expert (ACE) for FrameMaker 7.1
- ✓ AMA's User Manual Technical Writing Seminar, and Productivity Point's Intermediate/Advanced Word
- ✓ Fred Pryor's English Grammar Seminar
- ✓ Metrix ProveIT certificates for Acrobat 7/8; Introduction to Project Management

**REFERENCES:** [HTTPS://WWW.LINKEDIN.COM/IN/JOANTHOMAS/](https://www.linkedin.com/in/joanthomas/) ; [HTTP://WWW.BEBPUBLISHING.COM/LIQUIDGEM/INDEX.HTML](http://www.bebpublishing.com/liquidgem/index.html)  
**SAMPLES:** <http://www.bebpublishing.com/liquidgem/samples1.html>