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| G. JAMES DOUGHERTY | |
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QUALIFICATIONS

##### Dedicated, driven, with attention to detail, results-oriented professional with a B.A. and Mechanical Engineering classes. Adept at multi-tasking in fast-paced environments and completing projects within time and budget constraints. Experienced working with IT personnel, engineers and managers up to the executive level. Ability to work cross-functionally at all organizational levels, independently and collaboratively, and adaptable to diverse and changing business needs with the ability to work multiple projects concurrently.

##### SKILLS

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| --- | --- | --- | --- |
| * Pharmaceutical | * Energy | * Manufacturing | * Information Technology |
| * Semiconductor | * Aviation | * FrameMaker | * CAD/Autodesk |
| * Visio | * Illustrator | * Web page editing | * InDesign |
| * Microsoft Project | * Microsoft Office | * Corel Draw | * HTML |
| * JIRA | * User Interface (UI) | * Document Control | * Oracle Database |
| * Lotus Notes | * FDA Man. Req. | * cGMP | * Photo Enhancement |
| * MSDS (Safety Data Sheets) | * C | * ITIL | * Dreamweaver |
| * Agile | * Published Author | * NetApp | * Adobe Acrobat |
| * ISO Compliance | * Team Collaboration | * Team Lead | * SDLC |
| * SAP/ERP | * InDesign | * Screenwriting | * Hospital |
| * Cyber Security Documentation | * Training Documentation | * Cleanroom | * Manual / SOP |
| * RoHS | * Chromatography | * Scatterometry | * DevonWay |
| * eDoc | * Lean Sigma Six | * Root Cause Analysis | * Corrective Action |
| * Creative Writing | * Archaeological Reports | * Content Management System | * Firmware |
| * Use Case Architecture | * Confluence | * API |  |

##### PROFESSIONAL EXPERIENCE

###### Technical Writer- Contractor

* Thirteen years technical writing experience with strong communication and documentation skills
* Six years mechanical writing experience to include classes in mechanical engineering
* Online classes: XML, Project Management, SharePoint, Instructional design
* Strong Word, Excel and Visio experience
* Developed assorted software and hardware and IT procedures and documentation including manuals, reports, SOPs, marketing brochures, and template building
* Scheduling document production, interviewing and coordinating with SMEs
* Manipulate and enhanced graphics, tables, and photos
* Meeting time sensitive deadlines
* *To see a full list of project experience please see my Linkedin site: www.linkedin.com/in/gjdougherty/*

APS, Phoenix, AZ 08/2018 – 11/2020

(40h hrs worked per week)

Corrective Action Program Consultant

* Fossil Fuel Plant Technical Writer: Created and managed all fossil plant procedures to include two coal and six natural gas plants (850 documents)
* Corrective Action Program Consultant: Managing corrective action requests (CAR) tickets for the Information Technology group

Change Healthcare 1/2018 – 3/2018

(40h hrs worked per week)

* Healthcare billing procedure writing
* Creating procedural documentation for new client onboarding

KellyMitchell, Ameren, Saint Louis, MO 10/2016 – 3/2017

(40h hrs worked per week)

* Contracted as NERC Compliance Specialist
* Preparing documentation for a North American Reliability Corporation (NERC) audit
* Writing and editing of Confidential NERC CIP/NIST/Nuclear, BCSI security procedures
* Use of excel pivot tables and Microsoft Word software

Robert Half International, Mercy Hospital, Sunset Hills, MO 12.2015 – 8.2016

(40h hrs worked per week)

* Senior Technical Writer
* Create Disaster Recovery and Business Continuity procedures in support of Mercy Disaster Recovery Plan project and Payment Card Industry Data Security Standard (PCI DSS) installation
* Use of Microsoft Office Suite, Assurance DR software and Microsoft Project for project management, meeting minutes, and Visio diagrams
* Co-facilitate group discussions
* SharePoint Site redesign

Verint/KANA, Overland Park, KS 7.2015 – 10.2015

(40h hrs worked per week)

* Senior Technical Writer/Project Manager
* Create drawings using Visio
* Creating and maintaining continuity, disaster recovery and gold sheet procedures
* Department SharePoint site management

Apex Systems, Energizer, Saint Louis, MO 5.2015 - 7.2015

(40h hrs worked per week)

* Short term project, transfer of IT policy between business units
* Project management role: Knowledge Transfer Coordinator
* Joint Technical Writer/Business Analyst role
* Utilizing SharePoint, SAP and Microsoft Office software
* Create enterprise level knowledge base procedures for information technology and financial/tax/procurement applications

Superior Talent Resources, ADB Airfield Solutions, Columbus, OH 10.2014 - 11.2014

(40h hrs worked per week)

* Short term project, reducing department project backlog.
* Use of FrameMaker and Photoshop. Transfer procedures written in Microsoft Word to FrameMaker
* Follow department style guide and guidelines to ensure consistency of documentation. Use of source material to create both online and print SOPs

Aerotek, Schneider Electric, Saint Louis, MO 03.2013 - 10.2014

(40h hrs worked per week)

* Use of FrameMaker, Illustrator, Creative Suite, Telnet, and Lotus Notes
* Information Technology server racks, first and 3rd Phase Power Distribution Unit manuals, Firmware user guides
* Hardware, software, marketing datasheets procedures
* Work with QA and software development to ensure accuracy of technical information and reliability of code
* Test software and User Interface for proper user interface and functionality
* Interview SMEs to determine scope of documentation.
* Prepare weekly status reports
* Use of excel to keep organization of large technical writing documentation projects: formulas and filters

Information Resource Group, Jefferson City, MO 01.2013 - 03.2013

(40h hrs worked per week)

* Technical Writer/Business Analyst
* Connecting state government Information Technology (Missouri) and Federal medical benefits services
* Meeting minutes
* Created procedural documentation for state employees using screen captures and Microsoft Word

Compass Components, Inc., San Jose, CA 08.2011 - 01.2012

(40h hrs worked per week)

* Responsible for creating document template. Document placed into template and written from first draft, beginning from step 1 to completion.
* Create hardware manual for a thermal control unit using Microsoft Word
* Graphics coordination and display management
* Demonstrated project coordination skills bringing resources from stakeholders spread over long distant

Ascent Services Group, NovaSolar, San Jose, CA 08.2011 - 10.2011

(40h hrs worked per week)

* Edit solar panel procedures using word and Agile database software
* Create pictorial graphics using Power Point and Adobe Illustrator
* Documentation production completed under strict deadline

Indigeny Corporation, Genentech, South San Francisco, CA 04.2011 - 07.2011

(40h hrs worked per week)

* Pharmaceutical
* Create IT network drawings and usability descriptions using Visio and word.
* Template design and User Interface and software procedure writing.
* Design and create document server connectivity flow charts
* Created application procedures
* Document placed into template and written from first draft beginning from step 1 to completion

Oxford and Associates, Xyratex, San Jose, CA 08.2010 - 01.2011

(40h hrs worked per week)

* Created data storage, networking and robotics technology documentation with the use of BOM, electrical and hardware drawings, and SME collaboration.

Lintelle Engineering/ Solyndra 5.2010 – 9.2010

(40h hrs worked per week)

* Created Power Point procedures and drawings with the use of still images and Visio to record the manufacturing of cutting-edge solar technology at Solyndra Company.
* Drove document project from design to finish. Coached partner writers in document design, research, and implementation.

Timbre Technology 9.2008 – 2.2009

(40h hrs worked per week)

* Developed template for production procedures.
* Updated production and field maintenance procedures.
* Developed software maintenance and product manufacturing User Interface procedures. Use of Agile, FrameMaker, Word, and Photoshop.
* Class 100 cleanroom experience.
* Contracted as solo technical writer for manufacturing group.
* Passed ≥25 full length procedures through ECO process in 7 months under rigorous deadline.

Abbott Vascular, Redwood City, CA 12.2009 - 6.2010

(40h hrs worked per week)

* Medical device
* Created training documentation procedures designed with goal of reducing final product assembly inspection failures
* Team collaboration
* Template design
* Simple to read training pictorial procedure using FrameMaker, Photoshop, video and still cameras.

Dionex Corporation, Fremont, CA 4.2006 – 11.2006

(40h hrs worked per week)

* Develop documentation into marketing and online material.
* Includes chemical research and lab documentation.
* Developed assorted software and hardware documentation including template building, lengthy manuals, maintenance and production procedures and new product procedural documents and datasheets, in chromatography and Scatterometry fields.

UNITED STATES MARINE CORPS, Camp Pendleton, California 09.1989 - 02.1995

(40h hrs worked per week)

###### Non-Commissioned Officer

Logistics manager with combat environment(s) familiarity. My experience includes working with heavy lift transport helicopters, C130 and C141 transport aircraft, amphibious and Maritime Prepositioned Shipping and railways.

**EDUCATION & TRAINING**

CALIFORNIA STATE UNIVERSITY, FRESNO, Fresno, California

***Bachelor of Arts, Liberal Studies***, 1995 – 1999

Saint Louis Community College, Florissant, MO

**Associates of Mechanical Engineering**, 2013 – 2014

~ *Certificate*, Adobe FrameMaker

~ *Certificate*, Advanced Technical Writing

~ *Classes:* UNIX/LINUX, C, Visio, HTML, Photoshop, Dreamweaver, and Software Programming Fundamentals, Instructional Design – Adult Learner