

DEBORAH HEMSTREET

14075 IRONWOOD DRIVE, GRAND RAPIDS, MI 49534
MOBILE: (616) 828-6388 E-MAIL: DEBORAH.HEMSTREET@GMAIL.COM

EDUCATIONAL QUALIFICATIONS

Sheffield Hallam University, Sheffield, UK
Masters with Distinction in Technical Authorship,
2002

Thesis: *First International Internet Based Study
on the Personality Characteristics of
Technical Communicators*

University of Brighton, Brighton, United Kingdom
BA in Education, emphasis on special education,
1998

Southeastern Ohio School of Practical Nursing
Diploma, 1976; State Board Scores highest in my
class (details on request)

TECHNICAL SUMMARY

Writing, Publishing, and Content Management:
Adobe Acrobat Professional V8, Agile Document
Control System, SiberSafe Content Management
System (basic), Documentum (Basic). MS Office
Applications (PowerPoint (expert level), Word
(expert level), Excel, Publisher, Outlook);
WordPerfect; XMetal

Help Software: Help & Manual V5, Help Scribble.
WebWorks Publisher (WWP) 2003 for Word, MadCap
Flare V4, RoboHelp V7

HTML: Dream Weaver, MS Front Page

Graphics and Flowchart Applications: Demo Builder,
Camtasia Studio 5, PaintShop Pro V8, Snagit,
SmartDraw, Visio

Other: CMS Made Simple, C-Nario Messenger,
Credential Manager, Doors, DOS, FTP Voyager and
other FTP tools, Lotus Notes, Medgate, MSPProject
(basic), TipQA Software, UNIX (basic), Visual
Source Safe, Windows 2000, NT, XP; Word Press

AWARDS

- Award for Merit for the PGAS PhotoTagger Online Help, STC West Michigan Shores technical publications competition (2009)
- Award for Merit for the CARTO™ XP System Documentation Set, STC Israel technical publications competition (2004)
- Award for Excellence for the CARTO™ XP Online Help, STC European technical publications competition (2002)
- Distinguished Chapter Service Award, Society for Technical Communication (2002)
- Award for Excellence for the CARTO™ User's Manual, STC Israel technical publications competition (1999)
- Three additional awards for general work excellence, 1985, 1988, 1991

Technical Communicator
**Specializing in User Guides, Online Help, and
Business Processes and Procedures**

Objective: I would like to provide documentation services on a contract or permanent basis to companies requiring quality documentation.

Areas of Expertise:

- Design, write, and edit software, hardware, and systems documentation (printed manuals, online Help, CD distribution)
- Analyze business processes to develop processes and procedures that meet business needs
- Analyze and edit documentation to meet quality and regulatory audit requirements
- Develop and write MS Word, PowerPoint, and Excel templates for internal and corporate use
- Review and prepare documentation according to applicable standards, such as pre-defined protocols, ISO, FDA, and EU regulatory requirements
- Design and edit PowerPoint presentations for multiple target audiences

PROFESSIONAL EXPERIENCE

**Self-Employed Technical Communication Specialist
and Consultant** *10/2007 to date*

Clients (partial listing): Biosense Webster Inc., a Johnson and Johnson Company; Ramot at Tel Aviv University, Israel; Integral7, MN; Professional Grade Automation Software, OH; Microfabrica, CA; Changing Guides, Australia

- Designed and wrote software user guide and embedded help for proprietary software
- Designed and wrote a draft IFU for a medical device for pre-clinical use (FDA compliant)
- Updated ~40 translated medical device documents to meet compliance with audit requirements
- Redesigned, rewrote, and developed new content for online Help system, including development of flow charts for complex procedures
- Developed marketing brochures, inserts, and white papers (including graphical concepts) for medical research and biomedical industry
- Coordinated with subject matter experts across borders to develop a documentation plan for a new medical device

Alticor Corporation (Amway), Ada, MI
Process Mapping Specialist

08/28/2009 - 10/30/2009

- Mapping of internal company processes (including discussion of opportunities for improvement) for administration of FMLA, Michigan Workers' Compensation, disability benefits, and other benefits processes
- Developed a working document for future personnel based on interviews from parting personnel
- Developed Excel templates for calculation and approval of monetary benefits
- Developed Word templates for complex letters issued by the Disability and Medical groups

Kaydon Bearings, Muskegon, MI

02/2008 - 10/2008

Technical Writer: Processes, Procedures and Quality Documentation

- Reviewed and edited quality management system manuals to assure compliance with ISO standards
- Developed and managed initial implementation of a document control numbering system which allowed efficient access to all documentation in the impacted departments
- Introduced new procedural hierarchy to include SIPOCs, process flow charts, and work instructions for critical business processes and procedures
- Wrote and edited internal policies, procedures, and work instructions for a Customer Support Group, enabling the group to consistently perform functions at the main office and in a new acquisition
- Developed MS Word and Excel templates to support critical IT, Quality, Sales and Service functions, resulting in more effective communication between groups, and improving task performance

Biosense Webster (Israel), Ltd., a Johnson & Johnson Company

03/1997 - 07/2007

Technical Communication Team Leader

- Worked closely with regulatory and quality group to edit and correct FDA and EU regulatory submissions
- Wrote and implemented a translation process that represented an initial collaboration between the Israeli and US offices, resulting in aligned translation processes (included SIPOC and process flow charts)
- Designed, wrote, and maintained documentation sets totaling more than 1000 pages according to 21 CFR Part 11 regulations for medical devices; deliverables were in multiple formats (print, online, UNIX-based Help, Windows Help)
- Validated procedures in documentation and reported software bugs detected throughout documentation process
- Wrote documentation procedure (including SIPOC and process flow charts) for developing documentation as part of the product development process, resulting in better development of documentation throughout the product lifecycle
- Implemented new employee training regarding corporate branding, trademarks, and writing and control of critical internal documentation, resulting in more consistent internal documentation and use of product names
- Managed deployment and testing of SiberSafe content management system, including implementation of team writing using XML according to DITA standards
- Implemented regulatory compliant CD distribution of documentation sets, resulting in a 50% reduction of printing costs
- Managed document translation process of CARTO User Guide (~150 pages) into 18 languages
- Evaluated and selected a translation agency, resulting in a \$30,000 reduction in translation costs; the same translator was subsequently made an approved vendor for all of J&J

InterTech Corporation, Tianjin, People's Republic of China

09-11/1995

English Consultant

- Analyzed current documentation and provided recommendations for improvement
- Provided lectures and seminars for employees on English style, technique, and document presentation

- Edited and rewrote manuscripts for publication and grant proposals
- Designed and developed the department's first Web site
- Managed all editing and camera ready preparation of international conference proceedings

PROFESSIONAL MEMBERSHIP AND VOLUNTEER ACTIVITIES

Senior Member, Society for Technical Communication 1992 to date

Vice President, President, and Immediate Past President of STC Israel; guided planning of a successful national conference with over 300 attendees; led effort to develop Diversity policy adopted by STC

Member at Large (Advisory Position), West Michigan Shores Chapter, STC (2008 to date)

Technical Communications Consultant (Volunteer) to Caspari Center, Jerusalem 1999 to 2001

Employee training and developed pastoral training for office skills and working with MS Office

Haifa Christian Chinese Church 1995-2006

- Taught English to Chinese MA and PhD students, geared toward improving their reading and discussion skills and helping them adjust to cultural differences between China, Israel, and the US
- Taught a multi-cultural group of children (ages 4-12, single classroom) on a weekly basis; classes were in four languages English and Hebrew (myself), with Mandarin and Cantonese translation

PUBLICATIONS

Hemstreet DE (2009) The rewards of writing for the medical device industry. the Exchange: The newsletter of STC's Scientific Communication community. March, Vol. 16, No. 1, pp. 1 & 3-5.

<http://www.stcsiq.org/sc/newsletter/html/2009-1.htm> (HTML only)

<http://www.stcsiq.org/sc/newsletter/pdf/2009-1.pdf> (print-formatted PDF)

Shapiro DE (2005) Making the Small Wins Count. CIDM Information Management News, September 2005,

<http://www.infomanagementcenter.com/enewsletter/200509/fourth.html>.

Shapiro DE (2002) "Does personality count?" *Best Practices*, vol. 4, no. 5, pp. 105-112.

http://dl.dropbox.com/u/214846/Portfolio/October%20BP_fm.htm

Shapiro DE (2002) Technical Communicators—Who are We? A preliminary international Internet-based study of the personality characteristics of technical communicators. *MA Thesis*, Sheffield Hallam Univ., UK.

Shapiro DE (2000) The Usefulness of the Internet for Technical Communicators. Article of the Month, STC Israel Website, http://stc-israel.org.il/Resources/2000/internet_for_tc.htm.

Shapiro DE (1997) Technical editor for Beyar R et al. volume, *Frontiers in Interventional Cardiology*. Martin Dunitz Publishers, London.

PRESENTATIONS

Hemstreet DE (2008) Technical Communicators and Personality Types: What's the Hype? West Michigan Shores STC Chapter, November 2008, Grand Rapids, MI.

http://dl.dropbox.com/u/214846/Portfolio/Presentations/tc_personality_for_STC-WM_final.ppt

Hemstreet DE (2007) The Global Economy and Technical Communication: Writing Beyond Our Borders (invited presentation). Solicited lecture at Grand Valley State University, Allendale, MI.

http://dl.dropbox.com/u/214846/Portfolio/Presentations/The_Global_Economy_and_TC_V2.ppt

Shapiro DE (2007) Introversion turned inside out: management using personality types. STC Israel 40th Anniversary Convention, Herzlia, Israel.

http://dl.dropbox.com/u/214846/Portfolio/Presentations/Introversion_Turned_Inside_Out_final_For_STC-Israel.ppt

Shapiro DE and Barrow B (2007) Introversion turned inside out: management using personality types. 54th Annual STC Conference, Minneapolis, Minnesota.

Shapiro DE and M Lay (2006) Translation Madness (invited presentation). 2006 Medical Localization Roundtable, May 30, Barcelona. http://dl.dropbox.com/u/214846/Portfolio/Presentations/Translation_Madness_Barcelona_v9.ppt

Shapiro DE (2005) Making the Small Wins Count. Poster presentation at the 7th Annual Best Practices Conference, Center for Information-Development Management.

Shapiro DE (2003) Technical Communicators - Who are We? Presentation given at the *STC Israel 2003 Convention*. <http://stc-israel.org.il/Album/convention-2003/presentation-debbie.ppt>.