

# DEBORAH HEMSTREET

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## 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 for PC  
and Macintosh, SmartDraw, Visio

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

## 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 Medical Devices,  
End-User Documentation, and  
Business Processes & 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 for a variety of products including medical devices (printed manuals, online Help, CD distribution)
- Analyze and edit documentation to meet quality and regulatory audit requirements
- Analyze business processes to develop processes and procedures that meet business needs
- 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

## PROFESSIONAL EXPERIENCE

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

*Selected Clients and Projects*

**Biosense Webster Inc., Diamond Bar, CA**  
*12/'07 to date*

*Independent Contractor*

- Edited and formatted manuscripts for peer-review publication (01/'11)
- Edit and rewrite critical training presentations and handbooks for sales and clinical personnel (11/'10)
- Develop documentation plan for new medical device; present plan to core team (12/'07 to 03/'08)
- Edit and fix design to marketing presentation (04/'08)
- Wrote white paper based geared towards electrophysiologists (04/'08)
- Edited a presentation geared towards electrophysiologists (08/'08)
- Developed a quick tips guide for software application (10/'08)

**Private Contractor, Selected Clients and Projects (continued)**

- Inetgral7, Minneapolis, MN** 05/'09 to date
- Revised and redesigned legacy Help system
  - Developed new content for new module of Internet-based application
  - Developed embedded Help content for Internet-based application
- OakTree Software, Florida** 06/'10 to date
- Revised and redesigned legacy Help system for Macintosh Application
  - Developing new content for new software version of Macintosh Application
- Ramot at Tel Aviv University, Ramot, Israel** 05/'09 to date
- Private Contractor*
- Developed new marketing inserts, including design recommendations
  - Edited content for a new marketing insert
- Microfabrica, Van Nuys, CA** 11/'09 to 04/'10
- Private Contractor*
- Developed branded template for User Guide
  - Wrote User Guide for proprietary software
  - Wrote Design Rules manual for engineers designing devices for fabrication by Microfabrica
  - Wrote text for embedded Help in proprietary software
- PGAS, Inc., Cleveland, OH** 01-02 & 05/'09
- Developed online Help for proprietary software (01-02/'09)
  - Developed online Help for different proprietary software (05/'09)
- GevaTrans, Translation Agency, Tel Aviv, Israel** 04/'09
- Private Contractor*
- Edited and helped rewrite request for proposal bid to the United Nations
  - Provided technical communication consulting as related to translated documents
- ES Vascular, Haifa, Israel** 03/'08
- Independent Contractor*
- Developed instructions for use (IFU) for a pre-clinical device
- Biosense Webster (Israel) Ltd.** 12/'07-1/'08 & 03/'08
- Independent Contractor*
- Updated and added bi-lingual content to international Intranet site (onsite)
  - Developed work instructions for running bi-lingual international Intranet site (onsite)
  - Edited, updated, and published electronic (Help style) service and installation manual, including testing some software and hardware procedures (onsite)
  - Updated ~40 translated documents to meet regulatory audit requirements (remote work, April '08)
- MRINetwork Management Recruiters, Salt Lake City, UT** 11/'07 to 12/'07
- Quality Writer*
- Quality writer to edit engineering documents to meet an FDA audit for a Fortune 500 Company
- Alticor Corporation (Amway), Ada, MI** 08/28/2009 - 10/30/2009
- Process Mapping Specialist*
- Mapped internal company processes (including opportunities for improvement) for administration of FMLA, Michigan Workers' Compensation, disability benefits, and other benefits processes
  - Documented key procedures for working with Medgate software
  - 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, including key procedures on proprietary software applications
- 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**  
*Technical Communication Team Leader*

*03/1997 - 07/2007*

- 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). The medical device was the CARTO XP System, a software/hardware system for three dimensional imaging of the heart during a cardiac catheterization procedure
- 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)
- 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
- 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
- Managed document translation process of CARTO User Guide (~150 pages) into 18 languages

**InterTech Corporation, Tianjin, People's Republic of China**  
*English Consultant*

*09-11/1995*

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

**Department of Biomedical Engineering, Technion-IIT, Haifa, Israel**  
*Scientific Typist, Editor, and Website Developer*

*03/1987 - 03/1997*

- 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