

Karen Rutherford

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Summary

Accomplished and versatile writer with over twenty years experience working on full-time, contract and freelance assignments. My specialties include technical documentation, business writing, training materials, Web content development, articles, and corporate and biographical profiles.

Skill Highlights

Writer

Article writing
Interviews and research
Web content and maintenance
Biographies and profiles
Search engine query results
Grant proposal content

Technical Writer

21 CFR Part 11 (FDA) standards
GxP standards
Sarbanes Oxley audit preparation
Standard Operating Procedures (SOPs)
Process Engineering Documentation
Disaster Recovery Plans
Network Security Plans/Diagrams
Business Continuity Plans
Software Development Life Cycle (SDLC)
End-user manuals
Online Help

Course Designer/Trainer

Adult education classroom training
Corporate training
Classroom materials
E-learning presentations

Software

- | | | |
|------------------------|--------------------|--------------------------------|
| ▪ Microsoft Word | ▪ Adobe RoboHelp | ▪ EMC Documentum |
| ▪ Microsoft Excel | ▪ EC Help & Manual | ▪ Adobe Captivate |
| ▪ Microsoft PowerPoint | ▪ HTML | ▪ Adobe Acrobat |
| ▪ Microsoft Access | ▪ CSS | ▪ Adobe Dreamweaver |
| ▪ Microsoft Visio | ▪ XML | ▪ Adobe Photoshop |
| ▪ Microsoft SharePoint | ▪ SQL | ▪ Various screen capture tools |

Work Samples

See <http://www.karenrutherford.com/portfolio/>.

Experience

Senior Technical Writer (contract and freelance)

Citizens Energy Group, Indianapolis, Indiana, July 2011 – Present

- Using CobiT control objectives to develop IT policies, processes, and procedures that minimize risk and maximize efficiency.

Town of Fishers, Fishers, Indiana, Feb 2011 – May 2011

- Created an IT Policy Manual, IT Support Knowledge Base, After-Hours and Emergency Handbook, IT User Guide, Kronos Administration and Configuration Guide, and Kronos User Guide.

Cummins Engines, Columbus, Indiana, Nov 2010 – Feb 2011

- Documented processes and procedures required to support the engine assembly system.

Indiana Department of Transportation (INDOT), Indianapolis, Indiana, Feb 2010 – Sep 2010

- Developed online help and user guides for an in-house .NET application: Scheduling Project Management System (SPMS).
- Organized a departmental SharePoint site for the storage of internal documents related to the project.

Duke Energy, Plainfield, Indiana, May 2008 – Jan 2010

- Documented business processes used in planning, scheduling, and budgeting Major Capital projects in the Midwest and Carolinas to support management's effort to find gaps in and consolidate departmental roles and responsibilities.
- Developed classroom and online training materials using PowerPoint, Captivate, Word, Visio, HTML/CSS, and Acrobat (for reviewing) to help Power Delivery and Engineering (PDE) Engineers, Project Managers, and Project Controls Analysts and Coordinators use new Primavera and Maximo tools upgraded during an enterprise-wide financial platform conversion.
- Developed a Power Delivery and Engineering SharePoint site for the storage of documentation.

ProSolv CardioVascular, Indianapolis, Indiana, Aug 2008 – Sept 2009

- Created internal installation and configuration documentation, an end-user manual and online help for cardiovascular imaging application.

Roche Diagnostics, Indianapolis, Indiana, Apr 2008

- Developed high-level IT and business user training presentations on IBM Rational Suite.

Health and Hospital Corporation of Marion County, Indianapolis, Indiana, Jan 2008 – Mar 2008

- Documented an in-house software application developed to track Ryan White Grant Program client information and funds for services.

ADESA, Inc., Carmel, Indiana, Aug 2007 – Jan 2008

- Documented software build and deployment processes for the Software Configuration Management (SCM) Team.

Indigo Biosystems, Carmel, Indiana, Jun 2006 – Jan 2008

- Created online and internal installation and configuration documentation and user guides for Rubicon, their client, application server, and database application that collects, stores, and retrieves raw, processed, and summarized analytical data.

Clarian Health Partners, Indianapolis, Indiana, Jul 2006 – Jul 2007

- Grassroots documentation project in support of internal Sarbanes-Oxley (SOX) and HIPAA audit requirements. Included team process reviews for a corporate-wide risk mitigation evaluation.

Eli Lilly (HRIT Group), Indianapolis, Indiana, Oct 2005 – Jul 2006

- Computer System Validation (CSV) deliverables in compliance with FDA requirements (21 CFR Part 11) and Lilly's computer system validation GxP (Good Manufacturing / Clinical / Laboratory / Promotional Practice) policies.

Lilly Accelerators/Innocentive, Indianapolis, Indiana, Apr 2005 – Dec 2006

- Developed and edited validation deliverables such as Requirements Definitions, System Design documents, System Test Plans and Reports (including Requirements Traceability Matrices and Test Cases), and System Acceptances/Validation Reports. Documentation outside the SDLC included a variety of Standard Operating Procedures.

Eli Lilly (Demand IT Group), Indianapolis, Indiana, Jun 2004 – Apr 2005

- Computer System Validation (CSV) deliverables in compliance with FDA requirements (21 CFR Part 11) and Lilly's computer system validation GxP (Good Manufacturing / Clinical / Laboratory / Promotional Practice) policies.

Conseco, Indianapolis, Indiana, Apr 2004 – Jun 2004

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- Gathered existing procedural documentation (SOPs) to review for Sarbanes Oxley compliance effort and noted gaps in documentation.

Roche Diagnostics, Indianapolis, Indiana, Mar 2004 – Apr 2004

- Created a User Requirements document, Logical Security Plan and Test Plan to be used in the Accu-Check meter strip software upgrade project.

Eli Lilly (EIS Group), Indianapolis, Indiana, Oct 2002 – Mar 2004

- Computer System Validation (CSV) deliverables in compliance with FDA requirements (21 CFR Part 11) and Lilly's computer system validation GxP (Good Manufacturing / Clinical / Laboratory / Promotional Practice) policies.

Systems Analyst, Developer, Business Analyst (full-time and contract)

Sacred Heart League, Senior Business Systems Analyst, Walls, Mississippi, Jan 2002 – Oct 2002

- Worked on conversion of the Donor Management Database System from AS400 to SQL Server, interviewing users for business requirements and communicating those requirements to technical staff.

MCI WorldCom, Application Developer III, Memphis, Tennessee, Feb 2000 – Jan 2002

- Used Oracle, PL/SQL, HTML, JavaScript, TOAD, UNIX, Mercury Test Director, Photoshop, and RoboHelp to develop Interact's Order Services, MCI WorldCom's Large Business Customer website for ordering business products.

Christian Brothers University, Database Analyst/Report Writer, Memphis, Tennessee, Jul 1999 – Feb 2000

- Created networked databases and reports in Microsoft Access for end-users (faculty, staff, and students) via ODBC to Oracle.

Zartic, Inc., Business Analyst/Trainer, Rome, Georgia, Oct 1994 – Jul 1999

- Created, implemented, and trained end users on database applications in Microsoft Access, including the automatic DTS between the AS400 and PC (via ODBC/SQL Server). Published a monthly training newsletter and end-user documentation.
- Created and maintained corporate websites for Zartic and its subsidiary, JEM Sales, Inc.

Course Designer, Trainer (freelance)

J. Everett Light Career Center, Washington Township, Indianapolis, Indiana, 2007 – 2008

- Developed and taught *Life as a Technical Writer* and *Web Publishing* adult education courses.

Freelance Corporate Trainer, Atlanta, Georgia, 1991 – 1994

- Provided software application training and course materials for corporate and continuing education classes at Southern Polytechnic University, Kennesaw University, AT&T, Georgia Power, Georgia Pacific, Coca-Cola, BellSouth, IBM, Anheuser Busch, Worldspan, and Dow Corning.

Writer (freelance)

Various Publications and Websites, Ongoing

- See <http://www.karenrutherford.com/writing-services/> for a comprehensive Client List.

Education

Bachelor of Science Computer Information Systems, Management (minor), Park University.