

# MIKE A. BRANNON

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## RELATED EXPERIENCE

### Validation Specialist, REGISTRAT

(April 2007 – Present)

- Directed, documented and completed ten major validation projects to date.
- Wrote several Validation Plans, Installation Qualifications, Operational Qualifications, and User Acceptance Tests.
- Acted as the department process specialist and procedure author.

### Senior Technical Writer, Exstream Software

(January 2005 – April 2007)

- Documented the *Dialogue*, *WebVerse* and *Dialogue Live* products, including seven supporting training courses.
- Assigned the most technically advanced topics documented by the department.
- Developed four Flash computer based training courses.

### System Validator, Analysts International

(May 2004 – December 2004)

- Contracted as a system validator in the Indianapolis area.
- Directed, documented and completed four validation projects for Eli Lilly and Company.
- Directed, documented and completed three validation projects for Disetronic in a two week timeframe.

### Senior Technical Writer, Ontario Systems

(April 2002 – May 2004)

- Led a project team documenting the CentreVu line of products.
- Worked extensively in XML-based online documentation.

### Documentation Department Director, Avaya Communication

(March 2000 – March 2002)

- Selected as the first Director of the Avaya Professional Services Documentation Department.
- Duties included software documentation, business writing, press release authoring, quality assurance testing, and library science.
- Managed a team of six technical writers.

### Process Engineer and Documentation Specialist, Lucent Technologies

(June 1997 – March 2000)

- Led fifteen Process Improvement Initiatives within Lucent.
- Assisted with four ISO9000 audits (1997-1999).
- Completed four major software documentation products.
- Maintained the BDIS Process and Procedure Library.

## INDUSTRIES

Technical writing, software documentation, process engineering, system validation, quality assurance, public relations, information technology, publishing, audit preparation, instructional design

## DOCUMENTATION

Adobe FrameMaker, Adobe InDesign, Quark Xpress, Scribus, FrontPage, Epic, Adobe Photoshop, Paint Shop Pro, SnagIt, RoboHelp

## QUALITY AND VALIDATION

ISO9000, ISO9001, TL9000, Malcolm Baldrige Quality, TickIT, CFR Part 11, HIPPA, PQMI

## BUSINESS TOOLS

All Microsoft Office applications, The Macromedia Suite, The Rational Suite, MySQL, Visual Studio 2005, Bugzilla

## AWARDS

Department Excellence Award (Exstream Software, 2005)  
Professional Services Quarterly Excellence Award, Silver Achievement (Avaya, 2000)  
President's Team Achievement Award, Gold Level (Lucent, 1999)  
Lucent GROWS Award (1999)  
Lucent Silver Achievement (1997)

## EDUCATION

M.S. Technical Communication, University of Colorado at Denver (1999 – 2001)  
B.A. English and Writing, University of Colorado at Denver (1993 – 1997)