

Professional Profile

Writer and editor – educational scripts for online and video content, Web content, e-newsletter articles, technical documentation, and targeted marketing communication to customers.

Managing editor – serial reports and books.

Accomplishments

Medical Group Management Association, Englewood CO

- Wrote, edited and published the MGMA *Performance and Practices of Successful Medical Groups*: 2007, 2006, 2005, and 2004 Reports
- Managing editor for survey report series and the publication *Mastering Patient Flow – Using Lean Thinking to Improve your Practice Operations*, 3rd edition
- Managing editor of MGMA's *Success Pack* and *Practice Excellence – Success Stories from Outstanding Orthopedic Practices*
- Quality control reviewer for survey reports
- Researcher for content that will be crafted into MGMA's *Smart Pack* series
- Created research surveys for membership, products, and services
- Wrote survey report executive summaries
- Web Content Editor for www.mgma.com writing and editing all content, planning redesigns every six – twelve months and planning and organizing all Web tasks
- Managing editor and writer for internal electronic newsletter — *MGMA Insider*
- Planned and helped create MGMA's 75th Anniversary video
- Wrote feature articles for two publications — *MGM Update* and *MGMA Connexion*
- Created presentation on “How to get started with your Web site” for leaders of medical practices across the country

Freelance

- Created publicity pieces for Rocky Mountain STC chapter meetings
- Created online marketing CD for local company
- Wrote portions of two government proposals for UNOS
- Wrote system and user documentation for two Qwest Dex processes

Industrial Text & Video, Marietta GA

- Wrote content material for direct-mail pieces
 - Wrote press releases for new product announcements
 - Wrote video scripts for engineering training programs
 - Designed, created, and edited reference handbooks to accompany the training videos
 - Created computer-based training programs for engineering training packages
 - Created PC installation modules for computer-based training programs
 - Developed an introductory training class on programmable logic controllers
 - Designed, created, and wrote content for the Web site
 - Designed the layout and wrote audio text for an interactive marketing CD
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Georgia Pacific, Atlanta GA

- Created brochures and bulletins for project announcements and decisions as a Sr. Communications Specialist on a business re-engineering project
- Completed two best practice research assignments resulting in presentations to end-users
- Wrote Human Resources documentation for new career path within the Information Resources area
- Wrote management speeches for yearly United Way campaign
- Functioned as editor for divisional newsletter while writing project and employee feature articles for the publication
- Created functional user documentation for an in-house search-engine application which tied legacy data to a Materials Management module
- Trained users on newly created applications within the sales and marketing area
- Trained and mentored college recruits in systems application development
- Led team of six to successfully meet divisional performance objectives in support of the customer order entry system
- Planned strategic future of the Information Resources division as a member of the management team
- Led a staffing services team successfully filling 80% of opened positions

Volunteer Opportunities

- Vice President for STC, Rocky Mountain Chapter
- Board member (VP Communications) of American Lung Association of Colorado
- Member of Publicity Committee for STC, Rocky Mountain Chapter
- e-Healthcare Leadership Awards judge
- Wrote feature articles for two company newsletters, Rocky Mountain and Atlanta STC chapter newsletters, the Denver Susan G. Komen Foundation, and an independent newspaper

Tools & Resources

Microsoft Word, PowerPoint, Publisher, and FrontPage; Adobe PageMaker and Acrobat; Macromedia Dreamweaver, and Fireworks; VISIO; Perseus; and HTML

Awards

- APEX Award of Excellence, *MGMA Performance and Practices of Successful Medical Groups: 2004 Report Based on 2003 Data*, 2005
 - EHealthcare Leadership Awards, www.mgma.com, 2002
 - SNAP Gold Award, www.mgma.com, 2002
 - APEX Award of Excellence, www.mgma.com, 2002
 - Society for Technical Communication—two Technical Publication Excellence awards for MicroLogix™ 1000 Controller reference handbooks, 1999
 - Society for Technical Communication—International Technical Video Excellence award for MicroLogix™ 1000 Controller instructional video, 1999
 - Society for Technical Communication—Technical Publication Merit award for Electronic Courseware Series: Installation Guide and User's Manual, 1998
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REBEL WRITER

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Education

Master of Arts in Professional Writing; Kennesaw State University, Kennesaw GA

Graduate Studies in Human Resources; Kennesaw State College, Kennesaw GA

BA, (Bachelor of Arts in Computer Science/Journalism); Iona College, New Rochelle NY

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