

Robert Bryan: Technical Writer

rob@robertbryan.net – (302) 475-2189 – 1613 Orchard Road, Arden, Delaware 19810

Summary of Qualifications

I have nine years of experience writing process documentation, on-line help, installation guides, administration guides, management summaries, status reports, training materials, and technical reference manuals. I have a consistent record of exceeding expectations. I am passionate about creating high-quality work through attention to detail and building successful working relationships through open communications.

Education - B.S., English, University of Delaware, 1994

Synopsis of Experience

1/08 – 5/08 AstraZeneca Research & Development, Technical Writer

Wrote technical documentation to support a global R&D program to introduce new Project Management standards and a new global Project Management tool. Planned and wrote training programs, courses, communications and technical guides to support the program.

9/07-12/07 AstraZeneca Pharmaceuticals, Communications Lead

Provided communications planning and technical documentation services for AstraZeneca's program to merge network infrastructures with their newly acquired subsidiary, MedImmune. Wrote technical specifications for network integration plans, requirements documents for technology integration projects, as well as all internal and external business communications related to the program.

4/07-9/07 AstraZeneca Pharmaceuticals, Project Manager

Served as Project Lead on a program to deliver an operating system upgrade to 7000 pharmaceutical sales representatives across the country. Coordinated efforts to test all applications and correct failures. Worked with senior sales leadership team to schedule remote roll-out of the new client, including communications plans and support documentation. Helped resolve several high-profile contentious issues through clear communication and concise documentation.

Managed a team of Informatica technical resources through an accelerated project to perform a company-wide upgrade to Itanium servers. Coordinated a complex array of dependent projects, allocated development resources, wrote and presented business cases, managed time lines, budgets, communication plans and project schedules.

Coordinated a series of three major Storage Area Network migrations that required coordination of off-hours testing, executive-level communication plans and comprehensive risk mitigation documents.

1/06-4/07 First Consulting Group, Inc. Senior Systems Development Writer

Responsible for designing and writing all technical documentation for the company's flagship product, FirstDoc, a Documentum-based enterprise-wide content management system for the pharmaceutical industry. Responsible for conducting requirements-gathering workshops with subject matter experts and writing product development strategies and implementation plans.

Recognized that static documents were not meeting the communications needs of the development community. In response, created and led a project team to implement a wiki to give the developer community a real-time collaboration tool. Facilitated the growth of an active user community that led the wiki to evolve into a significant knowledge-sharing tool for the company. Received recognition from all levels of the company for delivering a simple, low-cost solution that provides an important