



# Susann Philbrook

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## OBJECTIVE:

Seasoned Writer/Editor/Web Designer/Document Management System Admin with over twenty years of experience in the technical communications industry whose main objective is to continue a career in Information Management - Web Design, Writing, Editing, and/or broaden experience in the area of ISO system creation, certification, and post auditing activities (obtained Lead Auditor certification in 2004) as well as Project Management.

## EXPERIENCE:

<p>June 2002 to February 2009</p>	<p><b>Comcast</b> 112 West Park Drive, Suite 100 Mount Laurel, NJ 08054-1286 856-317-7394</p> <p><b>Technical Writer (P&amp;I):</b> The Governance and Process Management group support Planning and Implementation Enterprise Project Management Organization (EPMO) by participating in the development, implementation, and maintenance of libraries created for Project Initiation Lifecycle documentation stored on <a href="#">Stellent / DMS</a>, <a href="#">Sharepoint Workgroups</a>, and Clarity. Duties include – gathering, formatting, controlling, and approving business and technical processes into formal procedures. Documents categorized into work processes consisting of process flowcharts, procedures, policies, standards, work instructions, and forms. Develops and maintains naming conventions, format templates, and the process describing how documents are accessed through the Intranet, archived, and revised (document lifecycle). Other documentation projects as assigned included newsletters and Clarity user support documentation. April 2006 to February 2009. Position and team were eliminated.</p>
<p>May 2001 to June 2002</p>	<p><b>Comcast</b> 1800 Bishops Gate Boulevard Mount Laurel, NJ 08054 856-317-7394</p> <p><b>Document Control Specialist (NE&amp;TO Operations):</b> Participates in the development, implementation, and maintenance of the Management System for the National IP division of Comcast supporting Operations teams. Duties include – gathering, formatting, controlling, and approving business and technical processes into formal procedures. Documents categorized into work processes consisting of process flowcharts, procedures, policies, standards, work instructions, and forms. Develops and maintains naming conventions, format templates, and the process describing how documents are accessed through the Intranet, archived, and revised (document lifecycle). Technical review of all Management System documents for content and format. Instruct team members on format and writing. Manage work of contract technical writer projects. Also participates as an auditor in Quality System audits, gathering process measurement data, and creating written reports for the purpose of continuously improving the National IP business unit. June 2002 to March 2006</p> <p><b>RICOMM Systems</b> 108E Centre Blvd. Marlton, NJ 08053</p> <p><b>Technical Writer:</b> Working within the <b>WJ Hughes, Facilities Division of the FAA</b> to document procedures in order to gain ISO 9001-2000 certification. (Project was successful and certification became final in September of 2002.) Duties included – interfacing directly with FAA employees and conducting interviews to collect procedural data to translate into flowcharts, writing process documentation, developing format style, organizing/managing document storage, managing project schedule of tasks to be performed, and creating/maintaining ISO webpages for the division's use.</p>

<p>September 2000 to April 2001</p>	<p><b>Fleet Credit Card Services</b>  200 Tournament Drive, 3rd Floor, Suite 305  Commonwealth Corporate Center  Horsham, PA 19044</p> <p><b>Communications Specialist:</b> Duties included technical writing and editing of systems (eCommerce Realtime Marketing System manual and Enhanced Credit Life Insurance Subsystems manuals) and Customer Service Polices &amp; Procedures documentation using MSWord and PageMaker; also assisted in the creation of slide show presentations and Internet webpage development. Reason for leaving: Department was eliminated.</p>
<p>January 1995 to present</p>	<p><b>URLyGURL</b>  P.O. Box 551, Rancocas NJ 08073-0551</p> <p><b>Freelance Writer:</b> Working as a freelance writer for major computer publishers covering multimedia and virtual reality technologies, including:</p> <ul style="list-style-type: none"> <li>• <a href="#">Ziff-Davis</a> (keyword search on Susann Philbrook)</li> <li>• Multimedia Producer/Knowledge Industry Publications</li> <li>• <a href="#">Smart Computing</a></li> </ul> <p><b>Contract Editor/Technical Writer:</b> Held contract technical editing/writing assignments at:</p> <ul style="list-style-type: none"> <li>• <b>InnovaSystems.</b> As a Technical Writer/Editor, reworked manuscripts produced by the companies' engineering staff and arranged for one of the manuscripts to be published in well-respected technical publication covering laboratory automation test equipment. Also aided in providing visuals for three trade shows and created two slide presentations. Produced a press release on a new system designed by InnovaSystems.</li> <li>• <b>Computer Sciences Corporation,</b> as a Technical Writer for Contract Proposals.</li> <li>• <b>Boeing Helicopters Division (HD),</b> Audio/Video Production Department. Responsible for editing and rewrites of proposals/presentations submitted by other HD departments to the AVA for creative redesign in either hardcopy or electronic delivery. Also helped create web pages for Boeing's Internet/Intranet sites.</li> </ul> <p>In addition to creating and maintaining several independent websites.  (example: <a href="http://www.poochpalace.com">www.poochpalace.com</a>)</p> <p><b>2005 to Present – Barron's Educational Series Inc.:</b> Freelance assignments reviewing manuscripts for potential books.</p>
<p>May 1993 to January 1995</p>	<p><b>DATAPRO RESEARCH CORPORATION</b> (previously a division of McGraw-Hill, later purchased by Gartner)  600 Delran Parkway, Delran, NJ 08075</p> <p><b>Multimedia Lead Editor/Analyst</b>  Lead Analyst for the <i>Multimedia Solutions</i> volume of the <i>Workgroup Computing Series</i>.</p> <p><b>Responsibilities:</b> Responsible for direction and contents of Multimedia Solutions as well as writing and revising both product and concept reports on multimedia technology including hardware, software, peripherals, and analysis of major multimedia vendors. Other duties include monthly supplement production, scheduling and recruiting freelancers, and providing sales training to the telemarketing staff for the Multimedia book. In addition to continuing as Lead Editor for the Development Tools volume described below.</p>
<p>June 1992 to May 1993</p>	<p><b>Lead Editor -- DATAPRO</b></p> <p><b>Responsibilities:</b> Lead Editor for the <i>Development Tools</i> and for the <i>Distributed Database</i> volumes of the <i>Workgroup Computing Series</i>. Responsible for interfacing with R&amp;A analysts, and for the production of both services including copy editing, report and supplement scheduling, selection and contracting of reprints and freelanced reports.</p>
<p>December 1990 to December 1992</p>	<p><b>Lead Editor/Analyst -- DATAPRO</b></p> <p><b>Responsibilities:</b> Lead Editor/Analyst for the <i>CAD/CAM/CAE SYSTEMS</i> and for the <i>MANAGEMENT AND PLANNING</i> services. Responsible for content selection, interfacing with freelancers, coordinating reprints from other publishers, as well as writing new material, and coordinating reports through all phases of preparation. Also contributed articles to the <i>NEWS and PERSPECTIVES</i> newsletter. (These services became defunct as of 12/92.)</p>

<p><b>February 1987 to December 1990</b></p>	<p><b><u>Lead Editor/Analyst -- DATAPRO</u></b></p> <p><b>Responsibilities:</b> Coordinating the functions for the <i>FACTORY AUTOMATION SYSTEMS</i> service, including material selection, housekeeping, updating existing reports, and the development of new reports and surveys; also writing news articles on an as needed basis. Additional responsibilities include COMTEX report updates and training other editors on survey creation, comparison column work, formatting style, as well as basic PC/ATEX usage. (2/87 to 2/88) Also responsible for all administrative/clerical functions for the Manufacturing Series department (reprints for other volumes, payments of incoming bills, maintaining spreadsheets and the selection of books and magazines for the department, etc.).</p>
<p><b>August 1984 to February 1987</b></p>	<p><b><u>Editorial Publications Coordinator -- DATAPRO</u></b></p> <p><b>Responsibilities:</b> Librarian functions including archiving books, ordering publications for the entire editorial department (approximately 70 people) and controlling paperwork relative to this activity. Writing newsletter articles on data processing topics. Controlling reprint permission requests, contracts, and payments for six Information Management services.</p>
<p><b>May 1983 to August 1984</b></p>	<p><b><u>Educational Services Representative -- DATAPRO</u></b></p> <p><b>Responsibilities:</b> Selling technical training courses to large corporations and establishing new accounts. Servicing customer inquiries on technical content of courses and tailoring course selections to individual needs. Accomplishments: second place winner in the 1983 sales contest, with one of the largest individual sales recorded.</p>
<p><b>April 1982 to December 1983</b></p>	<p><b>TEXAS INSTRUMENTS</b>  <b>260 New York Ave., Fort Washington, PA 19034</b></p> <p><b><u>Product Support Representative</u></b></p> <p><b>Responsibilities:</b> Demonstrating TI 99/4A computer hardware and software to retail customers and training retail employees. Also responsible for the training and scheduling for nine other Product Support Representatives. Other experiences include interviewing potential candidates for employment as PSRs and working in local trade shows.</p>

**EDUCATION:**

**Burlington County Community College** - Courses completed towards an EDP degree include: Microcomputer Systems, IBM Assembler Programming, RPG II Programming, Basic Programming, Flowcharting, dBASE III Plus Programming, English Composition, Business Math, and Accounting; attended Datapro seminars on Data Communications, Time Management, and Technical Writing. Received certificate training in the areas of: HTML, Pagemaker, Stellent Content Server Administration, ISO Internal Auditor, Project Management, and Java fundamentals. Attended BSI Lead Auditor training/certification course. Some of the major trade shows attended include Intermedia, COMDEX, National Association of Broadcasters (NAB), PC EXPO, Autofact, IMTS, NCGA, STC, and ISA.

**AFFILIATIONS:**

- Member of Women in Cable & Telecommunications (WICT)
- Member of the American Society for Quality (ASQ)
- Member of the Society for Technical Communications (STC)

**SOFTWARE TOOL EXPERIENCE:**

MSWord, MSOffice (Excel, Project, Access, Outlook), Front Page, MS Sharepoint, Pagemaker, Visio, CA Clarity, IBM Websphere, Lotus Notes, Adobe Acrobat, Oracle Stellent, Netscape Composer, many other WYSIWYG web editors and graphics programs, knowledgeable with FTP programs.

**CERTIFICATIONS:**

BSI Lead Auditor Certified

**REFERENCES:**

References and additional writing samples supplied upon request.