

SHAUNA DOBSON

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Work Experience

Quality Manager / Project Manager
Sanmina-SCI Canada

April 2002 -Present

Product Integrity Laboratory

Ensure compliance to the ISO 17025 standard at Sanmina-SCI's Product Integrity Laboratory. Manage the implementation of a new Quality System (TL9000) for Sanmina-SCI's design building.

Research, write and review Standard Operating Procedures (SOP) for TL9000.

Provide quality system training to discipline managers, engineers and technicians.

Review, edit and sign-off all laboratory test methods and test reports.

Create and negotiate quotes for clients on testing services.

Interface with clients and manage the scheduling, resources, equipment configuration needs, and deliverables for the successful completion of client product testing.

Update the user and reference manuals for the custom *LabVIEW* EMC (electromagnetic compatibility) testing software upon software revision.

Responsible for maintaining our corrective action register by scheduling meetings, raising non-compliance issues, and assigning resources to resolve these issues.

Chaired management reviews and wrote corresponding reports.

Perform both internal audits (technical and quality system) and external audits (to ensure compliance of calibration vendors).

Technical Writer (Contract)

February 2003

Critical Docs Software

Wrote the User and Printer modules for the *Critical Docs* software.

Critical Docs E Courier Solution is used by companies to send documents to intended recipients through the *Critical Docs* software.

Technical Writer

July 2000 – April 2002

Sanmina Canada ULC

Product Integrity Laboratory

Wrote user's and reference manuals for the custom *LabVIEW* EMC (electromagnetic compatibility) testing software.

Developed laboratory templates including test method, test plan, and test report templates to provide consistency in the quality of work offered.

Created new lab policies and procedures to comply with the quality system.

Edited all laboratory reports to ensure comprehensive accuracy and compliance with the quality system.

Wrote laboratory test methods and procedural manuals including a cable calibration procedure, several verification procedures, equipment usage procedures and an NSA (Normalized Site Attenuation) procedure.

Gathered and submitted documents for NSA site registration filings to many regulatory bodies.

Wrote and edited quality assurance documentation in preparation for the laboratory accreditation.

Technical Writer (Contract)

August 2001 – October 2001

MEC Consulting Ltd.

Wrote the *Measures Race Draw and Results System User's Manual*.

Measures software is used by ski race secretaries, including those on Canada's National Ski Team to record and track ski race information.

Technical Writer and Researcher
The Right Answer

February 2000 – October 2000

Wrote various service-related articles for an online magazine and monthly newsletter.
 Researched and wrote customer service training manuals used in seminars and workshops for American corporations.

Education

Bachelor of Applied Communications
Major: Technical Writing

Fall 1997 – Spring 2003

Area of Intensive Study: Computer Science
 Mount Royal College, Calgary

Bachelor of Arts and Science
General Studies

Fall 1995 – Winter 1997

Mount Royal College, Calgary

Writing / Technical Skills

- Strengthened verbal skills through training presentations and communicating with clients.
- Developed analytical and problem solving skills by researching root-causes, identifying non-conformances, interpreting standards, and finding resolutions to arising issues.
- Improved organizational skills through multi-tasking, setting priorities and creating deadlines.
- Strengthened abilities to quickly adapt and understand technical subject matter and specific industry terminology.
- Experienced in writing user manuals, procedural documentation, proposals and newspaper articles.
- Extensive research experience through researching standards and reference material, then identifying key elements to be written in procedures and training manuals.
- Advanced editing skills through reviewing test methods and reports using both copyediting and comprehensive editing techniques.
- Created stylesheets and templates to improve productivity and uniformity.

Computer Skills

MS Word	Adobe Photoshop
MS PowerPoint	Adobe Acrobat
MS Excel	Macromedia Dreamweaver
RoboHelp	Allaire HomeSite
Adobe FrameMaker	HTML

Memberships

- The Society for Technical Communication
- Technical Writers' Society

References and Portfolio Available Upon Request