

Lizbeth A. D. Glickman

389 River Street

Waltham, MA 02453

Who I Am

As project manager, senior technical writer/designer, LAN administrator, researcher and consultant, I define and solve client problems and prepare professional deliverables. I consistently provide strong leadership and team skills, using my in-depth experience researching, interpreting, writing, and disseminating documentation and multimedia solutions within aggressive time frames.

Technical writing—31 years; Programming—23 years; Software training—19 years; Web and graphics design/development—8 years; 25 years in government-regulated environments.

Industries: energy/environment, information technology, telecommunications, public utilities, financial services, and healthcare.

Primary Software

- InDesign
- FrameMaker
- Photoshop
- Illustrator
- Dreamweaver
- Flash
- Captivate
- Acrobat Professional
- Fireworks
- FullShot
- Visio
- Microsoft Office (all)
- Paradox
- FoxPro
- SAS
- BASIC
- JavaScript (basic)
- XML (basic)
- Plone
- Jive
- ViewsFlash

Experience

Senior Technical Writer/Designer

Duke Clinical Research
Institute (DCRI),
Durham, NC
1998-2010

- Led the development and deployment of a training package for Duke's Office of Export Controls. Conducted detailed analysis of complex federal regulations for exporting biological substances by the scientific community with goal of training user community to avoid very significant federal penalties and fines.
- For IT Training, evaluated documentation tools and led design/development of all user reference guides, newsletters, quick reference cards (QRCs) and templates in Word through migration to FrameMaker and finally to InDesign CS4. Created/conducted training for all DCRI trainers to facilitate their preparation of class materials used in the Institute.
- Targeted specific client groups within the DCRI to resolve significant problems. For example, identified issues for Clinical Trial Coordinators who were using an in-house Web application to manage finance and operations for trials. Created focus groups among client staff, resulting in creation of high-impact online QRCs, Captivate modules, and classroom training that resolved all issues.
- Initiated/developed strong vendor relationships to resolve team and organizational technical problems. For example, resolved numerous issues with FedEx following major upgrade to their website that negatively impacted DCRI's Facilities Group. Created online training package that included QRCs, online help, and Captivate modules. Also developed position as primary Adobe applications tester, implementation strategist, and vendor consultation representative for IT Department.
- Completed 140-page X-Windows Emacs Reference Guide for DCRI's Statistics Group. No such publication existed in the market. Required extensive research and testing over one year.

Network Systems Analyst
 Duke Clinical Research
 Institute, Durham, NC
1997-1998

Directed and planned implementation of new inventory and purchasing systems with the Information Technology Network Systems Group. Organized project team to test selected automated network tools on two test networks. Developed ongoing relationships with vendors, researching potential solutions for the networks.

Software Specialist/LAN Administrator
 Duke University Medical
 Center, Durham, NC
1995-1997

For Perioperative Services Department, provided all hardware/software support for 35 operating rooms plus 95 workstations on a Novell LAN. Responsible for all email and Internet communications for the department. Instituted computer skills training for staff and streamlined vendor relationships. Standardized all computer desktops and led Windows migration.

Independent Investigator/Computer Services Consultant
 Raleigh and Durham, NC
1991-2001

- Conducted ongoing international research and report writing for several private clients in areas of respiratory disease and care, chemical injury and related diseases, including Gulf War Illness. Served as conduit between veterans and top researchers. Launched website in April 2001.
- Developed administrative application (FoxPro) with extensive reporting needs for a large nonprofit organization. Also served as a beta-testing site for Microsoft's Visual FoxPro.
- Developed inventory system for a private client to track office inventory. Included end-user data entry screens and reports (FoxPro).
- Designed/developed a sales/marketing application for a small consulting firm. Major deliverable was a contacts and sales tracking system (FoxPro).
- Designed accounting tool for a rapidly growing construction company. Developed and tested all phases of application which provided materials requirements and cost management for over one thousand items. Included extensive materials and financial reporting capability (Microsoft Access).
- Designed and implemented materials management database application (Paradox) for a private company. Trained computer operators and provided ongoing application refinement and training support.
- Supervised development of a new computer division for a private financial services company, including vendor selections, hardware/software purchase and installation, systems and applications training, and customized applications development.

Systems Engineer
 Computer Intelligence, Inc.,
 Raleigh, NC
1992-1994

For Carolina Power & Light Company, played lead role in planning Windows migration and providing front-line consulting for computer hardware and software for 6,000 clients in 160 sites. Performed workshop design, training, demonstrations, and product evaluations. Led software Product Quality Team and assisted department heads with client application and hardware planning and implementation. Responsible for resolution of Banyan network issues and support of mainframe communications.

Communications Manager
 National Telephone Services,
 Inc., Raleigh, NC
1989-1991

Hired, trained, and managed a department of ten individuals responsible for network demand forecasting. Supervised/trained team managers in use of traffic management tools resulting in highest productivity among company's operator centers.

Communications Analyst
 Fidelity Investments, Boston,
 MA
1985-1988

- Engineered optimum configuration and determined potential cost savings of a T 1.5 carrier network for largest Fidelity user, the Mutual Fund Company. Achieved over \$1 million savings during first year.
- Designed national network for Fidelity's Brokerage Company encompassing 40 branch offices nationwide. Supervised system installations.

- Created Fidelity's first telecommunications management reporting system for 15 companies and 60 centers within the US. Determined appropriate Standard Operating Procedures (SOPs) for three voice networks and supervised system quality assurance. Trained team in use of computer-based tools. Resulting performance indicators provided measures of success in network problem resolution.

**Product Manager/Assistant
to the President**

HCW, Inc., Boston, MA
1981-1985

Analyzed technical and financial operations for the engineering subsidiary of this medium-sized financial services company with over \$200 million under management. Developed/implemented technical/financial strategies, which substantially reduced operating costs. Prepared market strategies for new products and trained sales staff. Supervised monthly investor reporting. Coordinated reporting results from oil and gas subsidiary in Midland, TX.

**Research Associate/
Consultant**

Resource Planning Associates,
Inc., Cambridge, MA
1974-1980

Wrote numerous business proposals and technical reports; coordinated project teams. Provided technical/marketing solutions for public and private clients. Examples include:

- Identification of feasible cogeneration systems and resolution of constraints to widespread industry adoption of energy-saving technology leading to significant national energy savings. Served as chief editor of federal executive summary.
- Development of a computer-based transportation system for the Federal government that provided a critical link in the strategy to fill the Strategic Petroleum Reserve. Completed 200-page programming documentation guide, a 150-page user reference guide, and trained end-users.

Education

Sessions Online School of Design,
New York, NY

Master of Graphics Design and Multimedia (75 percent complete)

AT&T Knowledge Plus Institute,
Cincinnati, OH

Ten continuing education credits earned in telecommunications technology

Simmons College Graduate School of
Management, Boston, MA

Master of Business Administration

Simmons College Graduate School of Education.
Boston, MA

Master of Arts in Training and French Language/Literature

Temple University, Philadelphia, PA

Bachelor of Arts in French, Russian, and English Literature

Professional Affiliations

HTML Writers Guild

National Association of Photoshop Professionals (NAPP)

Nominated to Delta Epsilon Tau Honor Society