

Angel Bivins

253-277-3681 help@wordangel.com www.wordangel.com

OBJECTIVE: To build excellent working relationships with clients who need word processing services on a contract basis.

SUMMARY: I provide expert word processing services for technical documents. I am a Master Level Word user, proficient with Styles, headers, footers, page layout, tables, and integrating charts and graphics into presentations and reports. I specialize in information design of Excel data tables in preparation for print and electronic production, and combining multiple document elements to produce a professional comprehensive report in Adobe Acrobat.

PROFESSIONAL ACCOMPLISHMENTS

Technical Skills

- Provided advanced word processing support such as templates, Endnote bibliographies, table and figure captioning, Styles, automatic tables of content, complex headers and footers, and overall document layout.
- Converted documents to fully navigable PDFs with bookmarks and linked tables of content. Used header and footer features, giving large documents compiled from many smaller documents a consistent look and feel.
- Formatted large multi-page tables for print layout. Used advanced Excel features such as repeat column/row headings, page break preview to break at logical points, superscript and subscript letters, indented cells, merged cells, and applying borders.
- Proofed material for accuracy and completeness and resolved questions of grammar, punctuation, spelling and business format.

Project Coordination

- As a regulatory submissions coordinator for **ZymoGenetics**, I coordinated all activities related to print production of FDA drug applications, including working with multiple authors for document collaboration, authoring Standards of Procedure for report format, managing version control and lifecycle for each publication, and print production and assembly.
- After only 3 weeks employment on assignment with **Boeing**, I proposed, negotiated with nay-sayers, and provided training to staff to convert a cumbersome paper process into a more efficient electronic process and corresponding filing system.
- For a **document management client**, I converted 300 WordPerfect SOPs to Word, designed a document template, and provided one-on-one training in advanced Microsoft Word use so they could modify the template on their own.
- At **Integral Consulting**, an environmental consulting firm, I pushed forward a project that had been stagnant for 2 years—rolling out use of Reference Manager for multiple offices. This project involved writing guidelines for use in business documents, creating specialized output styles, and implementing data entry standards. In addition, I went to satellite offices and trained personnel on data entry, and “Cite While You Write” features.

- On a contract position for **Bank of America**, I designed a new document format for User Interface Specifications for their Automated Voice Response System. This allowed them to be more efficiently, and quickly updated, and improved version updates from one week timeline, to 1 day timeline.
- During the Hurricane Katrina crisis, I had an opportunity to contract with **Red Cross** here in Seattle. I went in as customer service agent, but ended up being the lead developer for an Access Database used to manage volunteer data. This database replaced the old management system for volunteer data for Red Cross Seattle.

Software Used

Microsoft Word, Excel,	Adobe Acrobat Professional	Reference Manager
Powerpoint, Outlook	Photoshop Elements	Endnote
Microsoft Access	Microsoft Publisher	Documentum, EZSubs

Document Coordinator/Admin Assist

Comforce Staffing – contract position with Boeing Mar 2008 –Oct 2009

Freelance Document Specialist

Word Angel Document Design, www.wordangel.com Oct 2007 – Mar 2008

Word Processing Specialist

Integral Consulting Inc. Sept 2006 – Oct 2007

Document Coordinator

Aerotek Scientific -Contract position with Poniard Pharmaceuticals. June – Aug 2006

Technical Writing Assistant

Aerotek Scientific – Contract position with Bank of America Oct – Dec 2005

Customer Service Representative

OfficeTeam – Contract position with Red Cross Aug - Oct 2005

Regulatory Submissions Coordinator

ZymoGenetics, Inc. Jan 2004 – Jan 2005

Document Management Specialist

ZymoGenetics, Inc. June 2002 – Jan 2004

Administrative Specialist II

Group Health Cooperative Center for Health Studies Sept 99 - Feb 2000

EDUCATION:

Business Computer Training Institute - Tacoma, WA Certificate, 05/97

Associate of Arts, Seattle Central Community College 2011

Paralegal Certificate, Blackstone Online Learning 08/11