Ruth Okpara

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**TECHNICAL SKILLS:**

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| --- | --- | --- | --- |
| * **SharePoint** * **Adobe Acrobat** | * **Microsoft Word** * **GCP** | * **Attention to Detail** * **Communication** |  |
| * **MS Excel** | * **Project** | * **Customer Service** |  |
| * **Visio** * **Jira** | * **Microsoft Office** * **ARGUS/Salesforce** | * **Teamwork** * **Collaboration Skills** |  |

**WORK EXPERIENCE:**

**Technical Writer**

Propharma Group Sep 2021 – Present

* Disseminated technical information with ease and clarity while managing content on SharePoint sites and other online resources.
* Facilitated with developing and/or implementing data management standard operating procedures (SOPs) for projects
* Met with Subject Matter Expert, program manager and project managers to learn about specific products or processes and researched product samples to fully understand product
* Assessed the audience needs for whom the technical and procedural documentation is intended; adjusted tone and technical terms used to meet those needs to ensure understanding.
* Follow the project management methodology and best practices to manage regulatory projects, and ensure the action items are tracked, followed up, and completed on time.
* Organize writing processes, set timelines and deadlines while collaborating with graphic designers in creating diagrams, charts and other visual aids to assist readers in understanding a product/processes
* Determined the type of publication that served best the project requirements while gathering feedbacks from customers, designers and SME to improve technical documents
* Supported the development of work plan to meet business priorities and deadlines by ensuring team follows all procedures and policies and collaborating cross-functionally to make effective business decisions.
* Manage the Global Regulatory SharePoint sites and support the maintenance of the Tracking Sheets.

**Project Coordinator**

Insight Global Dec 2019- Sept 2021

* Communicated and interface directly with regulatory authorities to ensure product approvals
* Contributed to the project team by assisting in preparation of project publications/tools and sharing ideas/suggestions with team members. Performs additional study tasks as assigned by CTM such as reviewing of articles related to SSR
* Collaborated with the Regulatory Affairs Manager, formatting regulatory submissions for electronic submission to regulatory authorities
* Submitted applications and related documents under the supervision of the Regulatory Affairs Manager
* Performed tasks as diverse as document management, coordination of meetings for large regulatory projects, and supported the Regulatory Affairs Manager in project tasks as they arise.
* Review documentation and reports in order to make informed decisions for qualifying complaints for FDA submission.
* Requested required information through concise and clear communication with other company representatives and healthcare providers.

**Technical Writer Associate**

PPD Jan 2017- Oct 2019

* Created accurate, thorough documentation in a fast-paced environment to support a variety of deliverables including user guides, release notes, and knowledge base articles.
* Managed cross-functional teams through the regional execution projects. Takes projects from a baseline product through final implementation (may be a regional execution)
* Developed detailed work plans, schedules, dependencies, project estimates, resource plans, and status reports based on project scope and objectives
* Learned functions of internally developed software to write end-user documentation and translated scrum teamwork into customer-facing release notes
* Gathered information from multiple resources to understand the enhancements for each new product release
* Edited other writers' content and documentation for consistency and continuously update content with current information
* Contributed to process improvement, style guidelines, and best practices and serve as an advocate for content standards
* Created graphics, capture screenshots, and build training materials that go beyond traditional documentation, including videos

**IT Data Analyst Associate**

Austin State Hospital Sep 2014 – Jan 2017

* Collected crucial information by administering 30+ surveys and semi structured interview following data collection protocol.
* Interviewed and established rapport with study participants to encourage complete accurate responses and continuing participation in the study.
* Executed quality control and quality assurance on collected survey and interview information by implementing quality control checks and creating GMP documentation to ensure adherence to requirement.
* Gathered, reviewed, and summarized 15+ literature from scientific journals such as PubMed producing concise report with graphs using Excel/Word.
* Contributed to research and data analysis using SQL within the UTHealth landscape.
* Utilized high level of initiative by conducting makeup sessions for non-respondent’s participants thereby increasing survey response rates and participation by 33%.



**EDUCATION:**

**University of Texas Health Science Center**

*MPH* May 2019

**University of North Texas**

*Bachelor of Arts, Biochemistry* May 2015