

Career Summary

Ms. Wright has over 20 years of experience working with every aspect of software and system development as an independent consultant, team member, and department lead. She has performed data quality assessments and provided business analysis, project management, software testing, training, and technical communication services for a wide variety of industries, including health care, labor law, and emergency response. She has collaborated with private and public companies, non-profits, and both California state and county-level government agency projects, including:

- California Department of Health Care Services – MITA Project
- California Department of Health Services – Y2K Readiness Assessment
- California Department of Social Services – Y2K Readiness Assessment, CMIPS II Project
- California Prison Health Care Services – Electronic Health Record Project

During her career, Ms. Wright has:

- Performed business process assessments and created and implemented improvement plans and tools for projects, teams, departments, and organizations
- Created software and system requirements
- Designed, performed, and managed software testing efforts
- Participated in the design and development of products throughout the entire Software Development Life Cycle (SDLC), including requirements analysis and review, persona and scenario development, project scheduling, testing and bug triage, and product release
- Designed, created, edited, and tested a full range of communication materials in print, online, and presentation formats, including: software and technical documentation, help systems, websites, training materials, marketing materials, and news publications

Relevant Experience

Business Analysis

- Led a team of business analysts performing encounter data quality assessments on multiple types of health care providers, including Independent Physicians Associations (IPA), Federally Qualified Health Clinics (FQHC), and physician's offices
 - Analyzed business and technology needs for multiple clients as an independent contractor
 - Performed a project assessment, determined requirements for the project and the tools, and provided training to subject matter experts as part of the Contract Services Registry System project at Intel
 - Performed usability analysis for multiple websites at InfoPros and as an independent consultant
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- Assisted in designing software development life cycle (SDLC) processes at EMSystems, focusing on communication management
 - Participated in the design and development of products throughout the entire SDLC at EMSystems as communications representative to project teams
 - Performed requirements analysis and review for multiple projects at EMSystems
 - Worked on system requirements, use cases, and business process models for the Restitution Tracking System at the State Board of Control, Restitution Recovery and Compliance Division
 - Led the information design effort and provided orientation training and site administration for the company intranet at EMSystems
 - Created and implemented archiving system for electronic and hard copy documentation at California State Employees Association, Retired Division/SEIU (CSEA)
 - Interviewed subject matter experts and documented business processes in a variety of industries at InfoPros
 - Performed data conversion between standard and non-standard data formats at InfoPros
 - Developed process improvements to enhance team interaction and integrated new staff into existing projects at InfoPros
 - Performed Y2k assessments for multiple county-level Health and Human Services agencies, including: design of the assessment tools; on-site assessments of business readiness, business continuity, and contingency planning; documenting and analyzing assessment results; creating planning recommendations; designing and compiling final reports

Project Management

- Managed documentation, testing, design, and web development projects for many clients as an independent consultant, including the Contract Services Registry System at Intel
- Managed project scheduling for integrating all product documentation with the Software Development Life Cycle (SDLC) for seven concurrent products at EMSystems
- Planned team building events and product release celebrations at EMSystems
- Coordinated the design, development, and production of Historical Display for bi-annual convention at California State Employees Association, Retired Division/SEIU (CSEA)
- Worked with staff and members to create new communications and recruitment strategies at CSEA
- Estimated and managed time and resources to meet client and internal deadlines for multiple, concurrent projects at InfoPros
- Coordinated the design, writing, development, and reviews of lengthy technical documentation deliverables for concurrent projects for multiple clients at InfoPros
- Mentored new staff, and provided training for internal processes and best practices for technical writing at InfoPros

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- Assisted in creation and implementation of Independent QA Team mission statement and process improvements at the Money Store

Software Testing

- Tested website functionality for e-commerce and web-based applications at InfoPros and EMSystems and as an independent consultant
- Developed persona and scenario tests at EMSystems
- Performed ad hoc testing and bug triage at EMSystems
- Assisted in development of test plan for system testing of Restitution Fine Processing system at the State Board of Control, Restitution Recovery and Compliance Division
- Conducted interviews with subject matter experts and created initial functional test cases for testing functionality of Restitution Fine Processing system at the State Board of Control, Restitution Recovery and Compliance Division
- Created and maintained over 600 data scenarios for Internal Verification and Validation of loan documents produced by the SmartDocs documentation preparation system at The Money Store
- Analyzed data on 500 documents, using industry-specific business and legal guidelines, to verify functionality of SmartDocs documentation preparation system at The Money Store
- Executed test scripts for Home Improvement Loan Origination and SmartDocs documentation preparation systems at The Money Store
- Authored and executed both ad hoc and automated test plans, test specifications, and test scripts for configuration, functionality, and integration of Loan Origination System and three ancillary programs at The Money Store
- Managed end-to-end testing of Automated Flood Zone verification system and documents at The Money Store
- Performed review of Y2K test plans and specifications at The Money Store
- Provided documentation and analysis of test results along with recommendations to correct errors at The Money Store, with solutions ranging from programming and configuration defects to misapplied business processes
- Documented and delivered feedback that analyzed and provided recommendations for resolving failed deliverables for “Project Implementation Audit Reviews” after software deployments at The Money Store

Training and Instructional Design

- Helped design, write, and edit the script for an award-winning animated, interactive, multimedia online Ethics for Managers training course for the California Department of Transportation (Caltrans)
- Developed training presentation materials for the California Prison Health Care Services Electronic Health

Record project

- Developed training workshop and retreat materials for University Covenant Church in Davis and Cordova Neighborhood Church in Rancho Cordova
- Provided EMSystems staff in-person and documented training on products, internal processes and systems, and expected deliverables
- Developed and maintained staff training curriculum, customizing it for each intern at InfoPros

Help System Development

- Designed, developed, reviewed, and tested web help systems for multiple products at EMSystems in both RoboHelp and MadCap Flare
- Developed context-sensitive, embedded help system for statewide client/provider management system for California In-Home Support Services in RoboHelp
- Developed help system for California Prison Health Care Services in RoboHelp

Communications Development

- Designed document, help system, and single source templates, using a variety of tools, including: Word, Publisher, PowerPoint, FrameMaker, RoboHelp, and MadCap Flare
- Created and maintained documentation style guides at InfoPros and EMSystems and as an independent consultant
- Produced all product documentation for seven concurrent products, including help systems, product packaging, installation and configuration guides, reference guides, user guides, release notes, "What's New" documents, multimedia demos, and knowledge base articles at EMSystems
- Assisted developers in production of API and Web services documentation at EMSystems and Intel
- Developed software user guides for installed and web-based applications for multiple clients at InfoPros and as an independent consultant, including the Software Service Contract Registry System at Intel
- Developed machine installation, operation, and service manuals for multiple clients at InfoPros and as an independent consultant, including the materials for the Bruker Daltronics OPAL ICP-MS Mass Spectrometer
- Designed templates and formatted many documents as an independent consultant, at EMSystems, and at InfoPros, including the award winning California *HR Essentials* product for the California Chamber of Commerce
- Designed templates, created style guide and formatted the *2014 Medicaid State Self Assessment* deliverables for the California Department of Health Care Services MITA Project
- Developed websites for multiple clients using various methods, including: coding from the ground up, using existing templates and style sheets, and creating content within content management systems and the SharePoint platform



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- Performed usability analysis, re-organized information, and designed new architecture for websites at EMSystems and for multiple clients as an independent consultant
 - Wrote web content from scratch, or edited from print materials, or generated from a single source for multiple clients at InfoPros and as an independent consultant
 - Performed code and content reviews for multiple client websites at InfoPros and as an independent consultant

Employment History

Blue Heeler Solutions – CEO
April 2018 – Present

Dawn L. Wright – Independent Consultant
2004 – 2018

EMSystems – Technical Communicator/Documentation Lead
2005 – 2009

California State Employees Association, Retired Division/SEIU – Communication Specialist
2003 – 2004

InfoPros – Lead Technical Communicator/Editor
2001 – 2003

Connect Consulting – Software Developer
2001

InfoPros – Lead Technical Communicator/Editor
2000 – 2001

The Ballard Group – Software Tester / Business Analyst
1999

The Money Store/First Union – Software Tester
1998

Education

Bachelor of Arts, English - University of California, Davis
1994