Matthew J. Milligan

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SUMMARY

As a technical writer, I've been extremely fortunate to have been able to establish and develop an ever-evolving arsenal of writing styles and strategies. Aiding in that development has been experience in generating concise, highly technical documentation used for regulatory purposes and in company audits. Learning to blend an efficient approach with a special attention to detail has been an incredibly beneficial asset, especially in the communications realm. I've refined my ability to work effectively as part of a project team while balancing individual assignments, and have gained invaluable experience navigating the corporate landscape while growing as an individual and as a professional.

EXPERIENCE

Technical Writer, IT - PRA Health Sciences (Oct. 2009 – Current)

PRA Health Sciences is a leading Clinical Research Organization with over 11,000 employees in more than 30 countries. We conduct clinical trials across multiple phases of drug research.

Internal Marketing, Corporate Communications & Website Content

- Managing IT corporate communications, consisting of everything between minor version upgrades to full on application deployments;
- Running our department website which has entailed composing articles, maintaining a blog showcasing new functionality for core systems, and creating easily digestible resources and reference guides for complex corporate applications;
- Tasked with creating and deploying a "less techy, more engaging" departmental newsletter to present to our leadership team, which was swiftly approved (an accomplishment in and of itself);

Project Management

- Overseeing the migration activities, budget, and ultimate retirement of our legacy intranet platform and databases;
- Engaging numerous departments to determine a strategy to replace or migrate their current solutions and/or sites;

Audit & System Development Life Cycle (SDLC) Support

- Providing expertise in validation documentation used in company audits of a variety of corporate systems;
- Managing large groups under tight deadlines for validation testing of new applications;
- Developing an understanding of complex system implementation across numerous departments worldwide;

EDUCATION

Virginia Polytechnic Institute and State University (Virginia Tech) – Blacksburg, Virginia

— Bachelor of the Arts, Philosophy, 2009

TECHNICAL SKILLS

- Salesforce Content Management
- Adobe Photoshop
- HTML (FrontPage)
- Squarespace
- Microsoft Office Suite

PERSONAL SKILLS

- People person, first and foremost;
- Strong communicator, reflective listener;
- Quick learner, creative problem solver;

REFERENCES

References are available upon request.