

DORATHEA E. TROICKE-GREEN (DORI GREEN)

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Experienced business writer and administrative professional with a strong technical background in industries including manufacturing, food processing, medical equipment, international finance, optical fiber technology, and training. Proven record for thorough research and attention to detail, resulting in successful grant awards and praise from documentation auditors. Skilled quality improvement team facilitator and training program developer/writer, specialist in compliance with ISO international quality management system standards. Familiar with process maps, brainstorming, Gantt charts, structured project management, team leadership, and other tools for achieving consensus and full engagement among team members. Word-for-word transcription of meetings, interviews with subject matter experts, seminars, etc.

Left workforce in 2013 for medical reasons. Now fully recovered and ready to return to work with new skills and training in grant writing, technical documentation, and website creation/management. Pursuing certifications in all programs of the Microsoft Office Suite including Access database.

PROFESSIONAL EXPERIENCE AND ACCOMPLISHMENTS

IMAGINE STAFFING – Buffalo, New York

2018

Technical Writer

Worked with project manager toward implementation of a comprehensive Enterprise Resource Planning system for agency's client, a food manufacturing and packaging company.

EDINFOCOM (EDUCATIONAL, INFORMATION, AND COMMUNICATIONS) – Amherst, New York

2009 – 2013

Information Manager and Technical Writer

Recruited to manage grant writing. Position evolved into procedures writing and IT support.

- Effectively managed the company's IT Department Help Desk, making services more efficient and improving internal customer satisfaction.
- Designed and created websites for the corporation and its major client, a primary care medical practice.
- Researched, wrote and won a \$35,000 New York State grant for improving treatment of patients with diabetes. This grant involved training of doctors and support personnel and soliciting information for ongoing data collection.

ASSOCIATED BRANDS, INC. – Medina, New York

2006 – 2008

Technical Writer

Reporting to plant director, created complete ISO-compliant document control system for an FDA-regulated dry food packaging plant with 350 employees. Wrote quality management system manual, procedures, and work instructions. Revised existing documents and created new ones as needed.

WASHINGTON MUTUAL, INC. – Albion, New York

2003 – 2006

Customer Service Representative

Worked with customers at an international bank call center, responding to inquiries about products and services and resolving complaints and problems.

- Received numerous compliments from customers regarding superior service; especially noted for friendly, helpful attitude.
- Versatile and adaptable; highly skilled at working with a diverse customer base.
- Strong ability to build rapport on the telephone, enhancing customer satisfaction.

JOHNSON & JOHNSON CORP., ORTHO-CLINICAL DIAGNOSTICS – Rochester, New York

2002 – 2003

Technical Writer

Contract position through Kelly Engineering Services, Inc. Reviewed, revised, and re-formatted existing procedural Word documents for inclusion in a formal Documentum system.

- Edited for clarity and accuracy, improving document effectiveness.
- Attention to detail facilitated rapid conversion to Documentum system.

CORNING INC. – Corning New York

1987 – 2002

Contract Technical Writer

Wrote and edited system specifications, user guides, ISO-compliant procedures, project specifications, and work instructions.

- Standardized glass production plant building specifications and checklists, compiling the combined knowledge of world-class engineers and eliminating redundancy and mistakes in the construction of new glass plants. Saved the corporation millions of dollars over several years.
- Reorganized and re-wrote documents for the Photonics Testing Laboratory (PTL) to comply with ISO-9000 requirements.
- Designed and implemented a self-indexing document control system for the PTL, improving operational efficiency.

EDUCATION AND TECHNICAL SKILLS

EXTENSIVE ONLINE STUDY OF CURRENT GRANT WRITING AND QUALITY MANAGEMENT PRACTICES.**STATE UNIVERSITY OF NEW YORK AT POTSDAM – Potsdam, New York**

Bachelor of Arts, English; special coursework in journalism and computer science.

MONROE COMMUNITY COLLEGE – Rochester, New York

Associate of Science, Liberal Arts; special coursework in organic chemistry, industrial psychology, and medical microbiology.

EXCEL PARTNERSHIP

Completed coursework included ISO 9000 Overview, ISO 9000 Implementation, and ISO 9000 Internal Auditor Training.

ALTERNATIVES TO VIOLENCE PROJECT

Completed coursework: Trainer of Trainers, Creative Conflict Resolution.

SHIPLEY ASSOCIATES

Completed coursework: How to Write Winning Government Proposals.

SOFTWARE SKILLS: Microsoft Office Professional (Word, Excel, Powerpoint, Access, Publisher); Flowcharter, Paintbrush; Project KickStart; HTML, xHTML, WordPress, and other web publishing software.

AFFILIATIONS AND COMMUNITY LEADERSHIP

MEMBER, SOCIETY FOR TECHNICAL COMMUNICATIONS

MEMBER, AMERICAN SOCIETY FOR QUALITY MANAGEMENT

MEMBER OF GOVERNING COUNCIL, VICE PRESIDENT, NORTHEAST ORGANIC FARMING ASSOCIATION OF NEW YORK, INC.

- Won a \$9,000 USDA Agroforestry Grant and presented results at the Seven-State NOFA Summer Conference.

MEMBER, NOFA-NY ORGANIC FARM CERTIFICATION BOARD

JUNIOR LEADER, CADET CO-LEADER, GIRL SCOUTS OF AMERICA

BOARD OF DIRECTORS, LAKE PLAINS RESOURCE CONSERVATION AND DEVELOPMENT COUNCIL, INC.