

[REDACTED], DVM
[REDACTED]@[REDACTED]

PROFESSIONAL EXPERIENCE

Freelance Technical Writer San Francisco Bay Area, CA
July 2014 – present

- Produce customer-facing white paper, user guide, and release notes for new software product
- Collect and organize information from disparate sources and across projects to ensure complete documentation
- Develop subject matter expertise through industry research, interviews and product use
- Log and track product bugs and enhancements

Stanford University School of Medicine Palo Alto, CA
Research Associate May – Sept 2009, November 2012 –inactive

- Working to elucidate factors that drive cost differences between human and veterinary medical products, services and procedures where known costs are essentially equal
- Involves planning, survey design, distribution and data gathering, data analysis and writing
- Completed pilot study 2009

Oracle Corporation Redwood Shores, CA
Software Product Manager, Applications Technology, Internationalization June 1998 – August 2004

- Coordinated division-wide implementation of technologies and features for internationalization
- Tracked implementation of technology and many features across dozens of Oracle products
- Drove communication between groups through meetings, conference calls, and individual interactions
- Educated and supported Oracle's sales force, support services and consulting organizations worldwide
- Delivered educational content including live and recorded presentations, conference appearances, white papers, and technical documentation
- Worked with Fortune 500 clients to determine and meet their business needs
- Facilitated resolution of client issues after escalation into the development organization

Independent Contractor; Multiple Practices San Francisco Bay Area, CA
Relief Veterinarian Fall 2012 – Spring 2013, Spring 2014 -- Current

- Strove to meet patient and client needs without delay by beginning diagnostics and treatment in a timely manner
- Performed routine surgical, dental and diagnostic procedures as required to keep practice running smoothly
- Provided complete medical documentation and additional notes as appropriate
- Developed good rapport and collegial relationship with practice staff
- Focused on meeting the needs of the practice while serving patients and clients

Canyon Creek Pet Hospital San Jose, CA
Associate Veterinarian August 2013 – January 2014

- Evaluated, diagnosed and treated pets from a diverse population and across a wide budgetary spectrum
- Performed surgery including ovariohysterectomy, castration, C-section, mass removal, wound treatment
- Developed good rapport, educated and advised pet owners concerning wellness, illness, and emergency care
- Worked in concert and in tandem with doctors in the same clinic, other clinics, and with specialists

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- Maintained current electronic medical records to efficiently and effectively communicate patient medical details
- Directed hospital staff under my supervision in order to optimize scheduling, triage, diagnostics and patient care

Half Moon Bay Veterinary Clinic
Associate Veterinarian

Half Moon Bay, CA
April 2013 – July 2013

- Carried a full daily schedule of patient exams and procedures
- Managed multiple hospitalized patients simultaneously
- Built strong doctor-client-patient relationships
- Emphasized the owner’s role as the pet advocate through client education
- Fostered a positive environment and gentle patient handling in the treatment area

Riverview Animal Clinic
Extern

Clarkston, WA
June 2012 – July 2012

- Worked with veterinarians and staff to perform diagnostic tests, make diagnoses, and institute treatments
- Treated patients, educated owners, and assisted staff
- Performed canine and feline ovariohysterectomy and castration and minor surgical procedures

Deer Park Veterinary Clinic Deer Park, WA
Extern

March 2012 – April 2012

- Collaborated with doctors to manage patients from the exam room through diagnostics, treatment and follow-up
- Performed surgeries including ovariohysterectomy, castration and aural hematoma repair
- Assisted with canine and caprine caesarean sections, cranial cruciate repairs, and various other surgical procedures
- Followed up with clients to ensure success of treatment, satisfaction with care, and completion of client education

EDUCATION

WASHINGTON STATE UNIVERSITY - COLLEGE OF VETERINARY MEDICINE
Doctor of Veterinary Medicine

Pullman, WA
August 2012

- Personal interest in assessment of and attention to patient well-being in the treatment setting
- Research area: The Medical and Ethical Implications of Our Failure to Treat Iatrogenic Pain in Young Farm Animals
- Electives in Cardiology, Radiology, Anesthesiology, and Agricultural Animal Medicine

WHITWORTH UNIVERSITY
BA, Philosophy and Education
Magna cum laude. National Merit Scholar, Baird Scholar

Spokane, WA
January 1998

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