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| Robin Bjorgan Résumé |
| **14 Selden Street,** Rochester NY 14605  |
| Technical Writer/Translator |
| 585.354.5956, rdb23@cornell.edu Portfolio: [www.rbjorgan.com](http://www.rbjorgan.com) |
| Summary | For the past 19 years, I have worked as a technical writer for various chemistry, biotechnology and engineering companies. Roughly one-quarter of my duties involved translating technical documents, mainly patents, from Japanese (and to a lesser extent Chinese) into English. I have also performed freelance work for the Joint Publications Research Service. |
| Skill Set | * Translated documentation from **Japanese** to **English** (biotech, chemistry, medical device, engineering)
* Experienced using Trados (2009) I have used Trados professionally and still have about two dozen termbases and translation memories.
* Produced work instructions and presentations using MS Office (Word, PowerPoint, Excel).
* Created hard copy, pdf, and online technical documentation (user guides, brochures, quick reference guides, service manuals, etc.) using Adobe products (FrameMaker, InDesign, Acrobat, Photoshop, and Illustrator).
* Generated online help files using WebWorks ePublisher
* Built websites using MS Access, Excel and Dreamweaver that passed ISO9001 audit.
* Wrote documentation following FDA cGDP (21 CFR Part 801, Part 820) and ISO13485.
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| Work Experience | EAGLE PRODUCTIVITY INC., Rochester, NY (pharma training company) 2016**On-Call Contract Script Writer*** Created online interactive video scripts for pharmaceutical industry training.
* Created documentation for software application training.

COMPLEMAR INC., Rochester, New York (fulfillment company) 2013-2016**Technical Writer, Corporate Trainer*** Wrote software documentation and performed software validation.
* Acted as corporate trainer, course content developer.
* Created web-based trainee database.
* Acted as supervising pharmacist holding Supervisor Certificate from New York State Board of Pharmacy for registered wholesaler-repacker of drugs and/or devices.

BJORGAN DESIGN, (architectural firm) Rochester, New York 2010-2013**IT Administrator*** Performed the services of IT administrator.
* Website developer.

AFFYMETRIX, Santa Clara, California (biotechnology company) 1998-2010**Senior Technical Writer/Translator*** Patent translator
* Produced hard copy, pdf and online end user technical documentation for software applications and medical device operation.
* Wrote service documentation for medical device and analytical instrumentation.
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| Education | M.S., Biochemistry, California State University, Long BeachB.A. Cum Laude, Asian Studies (Chinese/Japanese languages), Cornell University, Ithaca, NY |