TECHNICAL WRITING IN BIG PHARMA
PRESENTATION GIVEN BY DENESE VAQUEZ, TECHNICAL WRITER
CREW CORPORATION, CLIENT ELI LILLY & COMPANY

Who knows what a Technical Writer does?

My background:

- Bachelor of Science in Biology
- Masters in Business Administration
- Certificate in Medical Writing and Editing

My work experience:

- Quality Control Chemist (Aventis Pharma, Abbott Labs, Northfield Laboratories)
- Validation Specialist (Abbott Labs)
- Documentation Editor (Abbott Labs)
- Computer Software Validation (Eli Lilly)
- Technical Writer (Eli Lilly)
Technical Writing deliverables in Finance
Collaborate with SMEs (accountants) to produce:
- Standard Operating Procedures (SOPs)
- SAP Job Aids
- P2P: OTC: B2B business process flow diagrams for financial functions

Technical Writer defined
- A Technical Writer, also known as a Technical Communicator is a professional writer who works together with a subject matter expert (SME) to produce a variety of deliverables geared to specifically targeted audiences.
- All of the targeted audiences are internal and the deliverables are used to explain internal procedures, design and produce products, implement processes, sell products, and services to other businesses, or define policies.

Technical Writing deliverables in a Quality Control Laboratory
Collaborate with SMEs (chemists, biologists) to produce computer software validation (CSV) documentation for laboratory software such as:
- Planning Document
- User Document
- Testing
- Test Summary Report
- Weekly Periodic Review Reports

Lifecycle of Technical Writing
- Requirement Analysis
- Designing Phase
- Developing the content
- Editing / Proofreading
- Publishing
- Maintenance

Technical Writing deliverables in Engineering
Collaborate with SMEs (engineers) to produce documentation for medical devices. This includes:
- Configuration Specification
- Installation and Qualification Reports (IQ/OQ)
- Technical Reports
- Test Method Validation
Other Technical Writing Deliverables / Duties
- User manuals
- Department newsletters
- Posters / presentations for a project / product's open house
- Training documentation
- Schedule meetings / reserve rooms
- Take meeting notes
- Maintain SharePoint site
- File documentation in controlled repository

What does it take to be a Technical Writer?
- A college degree
- Ability to write well
- Attention to detail
- Good interviewing and listening skills
- Ability to handle criticism
- Project management skills
- Proactive / Resourceful / Flexible
- Patience (multiple reviews, multiple updates, and lots of waiting for documents to get signed for approved)

What is the difference between a Technical Writer and a Medical Writer?
- Technical writers create content for a variety of audiences and industries, whereas medical writers focus on content related to healthcare and medical topics.
- Technical writers may work on a wide range of projects, while medical writers specialize in creating content for the medical and healthcare sectors.
- Technical writers use a variety of tools and software, while medical writers may focus on specialized software for creating medical content.
- Technical writers may work on a variety of projects, while medical writers may specialize in writing for specific industries or audiences.

Tools Technical Writers Use
- Microsoft Word
- Adobe InDesign
- Microsoft Excel
- Microsoft PowerPoint
- kiln: Editor / Snipping Tool
- Virus
- Spellcheck

Job Outlook for Technical Writers
Technical Writers

<table>
<thead>
<tr>
<th>Degree</th>
<th>Median Wages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bachelor's</td>
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</tr>
<tr>
<td>Master's</td>
<td>$70,000</td>
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Some of the organizations to consider:
- Society for Technical Communications (STC)
- American Medical Writing Association (AMWA)
- American Society of Quality (ASQ)