

**Karen Rutherford**  
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**Tucson, Arizona**

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**SKILLS SUMMARY:**

Independent worker and team player who works effectively with customers and colleagues who have diverse backgrounds and levels of expertise (technical, managerial, business, support). Dedicated to strengthening internal and external relationships through meaningful and useful communications.

**PROJECT PORTFOLIO:**

Security Initiatives	Operational Readiness Initiatives	Data and Content Management	Regulatory Frameworks
Disaster Recovery Risk and Compliance Security Operations Application Security IAM	Process Improvement Business Relationship Management Training and Communications Strategic Planning	Business Intelligence Capital Campaigns CRM	NIST NERC GDPR CobIT 21 CFR Part 11 (FDA)

**INDUSTRIES:**

Information Technology and Services • Engineering • Energy • Talent • University • Insurance • Community Services • Pharmaceutical • Medical Device • State Government • Nonprofit • Finance • Optics

**DELIVERABLES:**

Policies • Processes • Process Maps/Workflow Diagrams • Procedures (SOPs) • Standardized Templates • Document Repositories • Regulatory Requirements • Training/End-User Documentation • Knowledge Management Articles • Confluence Spaces and Pages • Online Help

**EDUCATION:**

Bachelor of Science: Computer Information Systems, Park University (2002).

**EMPLOYMENT HISTORY:**

***May 2021-Dec 2022: Technical Writer, New Mexico Finance Authority (NMFA)***

- Created, updated, and maintained process, procedural (SOP), and workflow (Visio) documents for the NMFA Information Technology Office (ITO).
- Created and then maintained a SharePoint repository and Master Document List for document storage and collaboration.

***March 2020-Oct 2022: Technical Writer, Toptal***

- Wrote, edited, and formatted policies, processes, SOPs, spaces, pages, and training materials for Confluence Knowledge Management System.
- Administered Toptal's Confluence Instance and worked with management on bugs and enhancements.
- Worked closely with business and technical subject matter experts (SMEs), Program Managers, and Product Owners to understand products and users.

***May 2021-April 2022 (part-time, freelance): Technical Writer, Emera Technologies (ETL)***

- Created and administered a document management process in SharePoint, with Power Automate approval flows and periodic review triggers.
- Created a standardized set of templates and instructions for all document types.
- Created a change management policy and processes and administer Product Lifecycle Management (PLM) system.
- Developed and provided training to all users.
- Worked with engineers and management to write processes, SOPs, product requirements, monitoring and evaluation plans, and training materials, and develop a change management policy and process with supporting documentation.

***June-Dec 2019: Donor Relations Coordinator, Catholic Community Services of Southern Arizona***

- Implemented and tracked engagement/cultivation strategies to strengthen relationships with current and new donors.
- Provided high-level customer service and stewardship to supporters in writing, by telephone, and in person.

- Provided comprehensive administrative support and project coordination in preparation for the Capital Campaign fundraiser/kickoff event.
- Designed and implemented a systematic and integrated donor management process for the Medical Respite Center for Homeless Men and Women's capital campaign.
- Managed and ensured accuracy of information in the in-house Customer Relationship Management (CRM) system regarding gift/pledge receipt, payment tracking and reminders, acknowledgement, recognition, and ongoing communications to build and/or strengthen relationships with prospects and donors.
- Analyzed data using CRM and SQL queries and prepared reports.
- Processed donations, conducted mail merges, and generated donor acknowledgements/reminders.
- Assisted with final reports for grants and other writing needs.
- Created basic standalone website for the Medical Respite Center and maintained web content on corporate website.

***Sept 2018-Feb 2019: Technical Writer, University of Arizona/World Wide Technology (contractor for 4-month project)***

- Worked with the Information Security Office (ISO) to develop and update University-wide security policies and standards using NIST framework and GDPR standards.

***June 2017-Jan 2018: Content Writer, Tech Star Group, Dallas, Texas (part-time, freelance, remote)***

- Worked with ESL SMEs to edit website content for both the corporate pages and those introducing their Business Intelligence (BI) suite product and service offerings: cloud migration, IT operations management, application performance monitoring (APM), security health, and more.
- Wrote and edited print and online sales materials, such as product demonstrations and brochures.

***Mar 2017-Sept 2018: Technical/Content Writer, Photon Engineering***

- Developed and maintained online help for software applications.
- Facilitated testing and release meetings with Development and Support staff.
- Wrote and edited sales materials for tradeshows, website, advertisements, brochures, and marketing mailings.
- Provided editing support for tutorials, stray light and physical optics modeling short courses.
- Developed and maintained internal policies, SOPs, and documentation repositories.
- Created IT security policies based on NIST framework and GDPR standards required for classified consulting projects.
- Maintained content for the corporate website and worked with a web developer on the design and content for a new (yet-to-be-published) website that allowed for the e-commerce of multiple products and services.
- Used Google Analytics to provide management with reports to analyze traffic, site behavior, and campaign successes.

**2002-2017: Contract and Freelance Technical Writer, Indianapolis, Indiana**

*Anthem Insurance, Indianapolis, Indiana, 2015-2016*

- Worked with the IT Security Identity and Access Management (IAM) CyberArk team to document newly implemented policies and procedures related to heightened account management.
- Worked with the IT Security Single Identity team to document newly implemented policies and procedures related to Centrify's identity management tools.
- Worked with the IAM Avatar team to document the development, implementation, and support of the new custom-built data warehouse and provisioning engine (Avatar), and user application (NAIM) designed to manage the lifecycle of all contingent workers in the organization.
- Worked with Risk and Compliance to ensure documentation meets or exceeds audit standards.
- Created, organized, and managed the documentation repositories and Master Document Lists for all projects.

*Security Innovation, Boston, Massachusetts, 2015-2016 (part-time, freelance, remote)*

- Worked with IT Security Teams to create and edit eLearning storyboards and accompanying materials for the online Security Awareness Program, which included courses on application, data, cyber, physical, password, mobile, and email security; PCI-DSS, NERC, and NIST compliance; and phishing and social engineering awareness.

*Midcontinent Independent System Operator (MISO), Carmel, Indiana, 2014*

- Supported the System Operations and Market Services (SOMS) Operations Process and Controls (OPC) team's process improvement initiative.

- Served as Process Analyst to interview control room operators and reliability coordinators to perform SIPOCs and Visio maps for current and future state of existing processes.
- Helped to identify opportunities for improvement and/or increased efficiency.
- Assisted in creating process document management policies and procedures.
- Organized a SharePoint site to serve as the SOMS process document repository.

*State of Indiana Department of Child Services (DCS), Indianapolis, Indiana 2013*

- Created requirements, test, and end-user documentation associated with the design, development, test, release, installation, and distribution of a new internal client management system.
- Met regularly with stakeholders, business, and management to provide status updates.
- Maintained Sharepoint repository for document approvals, storage, version control, and periodic review.

*ADESA/KAR, Inc., Carmel, Indiana, Oct 2012-Jul 2014 (part-time, freelance)*

- Created training materials for the ADESA Training Department including user guides, quick reference guides and job aids, meeting presentations, teaching aids, and trainee workbooks.

*Stanley Security Solutions, Fishers, Indiana, 2013*

- Created templates, style guides, standard operating procedures (SOPs), user guides, online FAQs, and system functionality and architecture documentation in support of the Global eServices department's effort to document its development and support processes.
- Used SharePoint for document storage and collaboration. Organized project document libraries and folders within main Global eServices site.

*Citizens Energy Group, Indianapolis, Indiana, 2011-2012*

- Used CobiT control objectives to develop IT policies, processes, and procedures that minimize risk and maximize efficiency.
- Developed an IT Policies SharePoint site for the storage of documentation. Managed group and user permissions to all related sites, libraries, lists, and documents.
- Created an IT Policy Manual, IT Support Knowledge Base, After-Hours and Emergency Handbook, IT User Guide, Kronos Administration and Configuration Guide, and Kronos User Guide.

*State of Indiana Department of Transportation (INDOT), Indianapolis, Indiana, 2010-2011*

- Developed online help and user guides for an in-house .NET application: Scheduling Project Management System (SPMS).
- Organized a departmental SharePoint site for the storage of internal documents related to the project.

*ProSolv CardioVascular, Indianapolis, Indiana, 2008-2010 (part-time, freelance)*

- Created internal installation and configuration documentation, an end-user manual and online help for cardiovascular imaging application.

*Duke Energy, Plainfield, Indiana, 2008-2010*

- Documented business processes used in planning, scheduling, and budgeting Major Capital projects in the Midwest and Carolinas to support management's effort to find gaps in and consolidate departmental roles and responsibilities.
- Developed classroom and online training materials using PowerPoint, Captivate, Word, Visio, HTML/CSS, and Acrobat (for reviewing) to help Power Delivery and Engineering (PDE) Engineers, Project Managers, and Project Controls Analysts and Coordinators use new Primavera and Maximo tools upgraded during an enterprise-wide financial platform conversion.
- Developed a Power Delivery and Engineering SharePoint site for the storage of documentation. Managed group and user permissions to all related sites, libraries, lists, and documents.

*J. Everett Light Career Center, Washington Township, Indianapolis, Indiana, 2007-2008 (part-time, freelance)*

- Developed and taught Life as a Technical Writer and Web Publishing adult education courses.

*Clarian Health Partners, Indianapolis, Indiana, Jul 2006-Jul 2007*

- Grassroots documentation project in support of internal Sarbanes-Oxley (SOX) and HIPAA audit requirements. Included team process reviews for a corporate-wide risk mitigation evaluation.
- Used SharePoint interface with ECM/Documentum repository.

*Indigo Biosystems, Carmel, Indiana, 2005-2008 (part-time, freelance)*

- Created online and internal installation and configuration documentation and user guides for Rubicon, their client, application server, and database application that collects, stores, and retrieves raw, processed, and summarized analytical data.

*Eli Lilly (HRIT), Indianapolis, Indiana, 2002-2006 (3 projects, HRIT, Lilly Accelerators, Demand IT, and EIS)*

- Computer System Validation (CSV) deliverables in compliance with FDA requirements (21 CFR Part 11) and Lilly's computer system validation GxP (Good Manufacturing / Clinical / Laboratory / Promotional Practice) policies.
- Developed and edited validation deliverables such as Requirements Definitions, System Design documents, System Test Plans and Reports (including Requirements Traceability Matrices and Test Cases), and System Acceptances/Validation Reports. Documentation outside the SDLC included a variety of Standard Operating Procedures.

**1991-2002: Developer, Database Analyst, Technical Analyst, Trainer, Memphis, Tennessee, Rome and Atlanta, Georgia**

***2000-2002: Application Developer – MCI Worldcom, Memphis, Tennessee***

- Used Oracle, PL/SQL, HTML, JavaScript, TOAD, UNIX, Mercury Test Director, Photoshop, and RoboHelp to develop Interact's Order Services, MCI WorldCom's Large Business Customer website for ordering business products.

***1999-2000: Database Analyst/Report Writer – Christian Brothers University, Memphis, Tennessee***

- Created networked databases and reports in Microsoft Access for end-users (faculty, staff, and students) via ODBC to Oracle.

***1994-1999: Technical Analyst – Zartic, Inc., Rome, Georgia***

- Created, implemented, and trained end users on database applications in Microsoft Access, including the automatic DTS between the AS400 and PC (via ODBC/SQL Server). Published a monthly training newsletter and end-user documentation.
- Created and maintained corporate websites for Zartic and its subsidiary, JEM Sales, Inc.

***1991-1994: Corporate Trainer, Atlanta, Georgia (freelance and sub-contractor)***

- Provided software application training and course materials for corporate and continuing education classes at Southern Polytechnic University, Kennesaw University, PCLearn, AT&T, Georgia Power, Georgia Pacific, Coca-Cola, BellSouth, IBM, Anheuser Busch, Worldspan, and Dow Corning.

**REFERENCES:** Available upon request.