



From April 2016 to January 2017, I worked as a Senior Technical Writer through MHA Consulting for CVS Pharmacy (Woonsocket, RI; Fortune 500 Rank No. 7). I was the lead writer on a project to document company-critical business processes in the Merchandising Department through the writing of Standard Operating Procedure (SOP) documents.

I conducted 64 interviews with 39 Subject Matter Experts and wrote 35 documents totaling 302 pages. I was involved in all phases of the project from needs analysis to copy editing. Client departments included Pricing, Loyalty and Personalization, Product Development, Promotion, and Quality Assurance.

The documents ran from 3 to 30 pages and varied from technical descriptions of computer procedures to nontechnical overviews of, for example, the strategies used to generate new product ideas. They were written in Microsoft Word for eventual uploading in PDF form to an internal portal.

The work was confidential but hard-copy samples might be available for showing in an interview, subject to approval by CVS.