

TRACEY R. WOOD

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COPYWRITER

Versatile professional with extensive portfolio of nutrition, health and product-promotion articles written for consumer publications. Experience in technical support, quality assurance (QA), training, and product marketing across the life sciences and food manufacturing industries. Well-versed in ISO9001, GMP, and GLP regulations. Adept at creating and maintaining robust training systems. Bilingual in English and Afrikaans. Proficient user of ERP/EDC systems and Microsoft Word, Excel and PowerPoint.

FREELANCE WRITING EXPERIENCE

AIM AFRICA INC. 02/2011 - Present

Contributing Author and Proofreader

- *Living Well AIM Partners Magazine* on Nutrition and Supplements (six publications per year)

SOUTH AFRICAN JOURNAL OF NATURAL MEDICINE 01/2010 - 03/2014

Contributing Author

- Food, health and wellness magazine (twelve publications per year)
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WORK EXPERIENCE

CLINICAL TRIAL DATA SERVICES, Littleton, MA 02/2014 - 11/2014

Technical Support Representative

Provided technical support for the Electronic Data Capturing (EDC) system used to collect study data in clinical trials. Served as the first line of communication for all EDC System users; set up new users and offered training through webinars.

- Created and maintained electronic issues log for the EDC system. Worked with IT and QA departments to resolve user problems related to logging in, access and data privileges, data entry, and navigation.
- Collaborated with Clinical Research Associates (CRA) in resolving queries, running data reports, and creating/modifying study forms.

CHARM SCIENCES, INC., Lawrence, MA 06/2011 - 12/2011

Technical Support Representative

Delivered technical support, troubleshooting, and training to customers and distributors on all equipment, software, and test kits via telephone, email, and webinar. Coordinated swaps, returns, and repairs between the customer, freight company, QC and shipping departments; logged data into ERP system. Assisted customer service department with overflow calls and customer order processing.

- Investigated returned products and worked closely with QA and Production departments in implementing preventative and corrective actions.
- Conducted customer training visits in the local Massachusetts area.
- Managed product performance and shelf life determination projects commissioned by Technical/Sales VPs.

AIM AFRICA, INC. (subsidiary of The American AIM Companies), South Africa 03/2009 - 01/2011

Nutritionist & Product Trainer

Developed and maintained product marketing collateral, ensuring relevant and up-to-date product information. Facilitated weekly training sessions for independent product distributors via conference calls and webinars; produced accompanying educational materials. Provided product training to administrative and call center staff. Assisted distributors with product, health, and sales-related queries. Ensured adherence to QA procedures and policies in offices and product warehouse. Wrote content for monthly printed and electronic newsletters.

WORK EXPERIENCE (Continued)

- Researched and drafted original articles on products, supplementation, and related health concerns for the bimonthly company magazine.
- Delivered talks on products and topical health issues to distributors and the public.
- Completed nutritional analysis of products for labeling purposes.
- Documented and maintained records pertaining to product non-conformance and product registration.
- Managed the corporate Facebook page, responding to questions/comments and regularly posting promotional and informative content.
- Stayed abreast of current legislation and regulations regarding foodstuffs, food supplements, and product labeling to ensure company compliance.

SYSTEMS PTY LTD, England

03/2007 - 12/2007

Office Administrator

Supported daily administrative duties for a home automation installation company, including managing schedules of installation teams, managers, and directors. Monitored job hours, progress, and expenses.

- Created and implemented administrative and operational procedures for the ISO9001 application.

CARGILL FLAVOR SYSTEMS (now Kerry Ingredients & Flavours), England & South Africa 11/2003 - 02/2007

Quality Controller (06/2004 - 02/2007)

Conducted internal quality and hygiene audits in production and warehousing areas. Managed the calibration, maintenance, and repair of all laboratory/ factory equipment, scales, and balances. Supervised and completed analytical and chemical tests on incoming raw materials and finished products.

- Investigated all product non-conformances, identified root causes, and implemented corrective actions in the production, warehousing, and laboratory areas.
- Compiled product specification sheets, material safety data sheets (MSDS), and certificates of analysis (COA). Developed and executed factory production methods and lab procedures.
- Trained staff on good manufacturing practices (GMPs) as well as health and safety practices.
- Performed document and record control in compliance with GMP and good laboratory practices (GLP).
- Facilitated sensory evaluation sessions and taste panels on manufactured flavors.

R&D Laboratory Assistant

(11/2003 - 05/2004)

- Completed extensive research on the application of liquid and powder flavors in foodstuffs and beverages.
- Compounded and blended flavors for clients and new product development. Notably generated success with flavored tomato sauces for national Italian food chain.

WOMEN'S VALUE MAGAZINE, South Africa

06/2003 - 10/2003

Assistant to the Food Editor

Provided ingredient sourcing, food preparation, and styling services for photo shoots. Wrote copy, developed recipes, and calculated nutritional information for recipes.

EDUCATION & PROFESSIONAL DEVELOPMENT

Diploma in Copywriting, Blackford Centre for Copywriting, England; Graduated with Distinction

Baccalaureus Technologiae in Consumer Science - Food and Nutrition, Cape Peninsula University of Technology, South Africa; Graduated cum laude

Certificate in Total Quality Management (TQM), University of South Africa; Graduated with Distinction

Good Manufacturing Practices, Swift Micro Laboratories, South Africa

A Practical Approach to HACCP, Swift Micro Laboratories, South Africa

First Aid Training, St. John Ambulance, South Africa