

DEEANN SOLE

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PROFILE

Planner and Writer with 12 years of experience implementing software systems, developing processes, writing documentation, and training people.

EXPERIENCE

Self employed Vancouver, WA 2008 - Present

Planner/Writer

- Produced multiple puzzle events in the Portland area, including two DASH events, monthly Puzzled Pint events; wrote, play tested, and prepared team materials for corporate puzzle hunt.
- Researched and wrote three novels and a dozen short stories.

Abbott Vascular Devices Redwood City, CA 2003 - 2008

Senior Training Specialist & Supervisor, 2004-2008

Implemented and managed site training database. Supervised documents team and Change Control process.

- Oversaw multi-site Plateau database project, including scoping project, gathering site requirements, developing project plan and budget, coordinating team, and managing early project phases.
- Streamlined change control process, reducing turnaround time for ordinary document changes from 12 business days to 7 business days on average.
- Improved site training compliance from 72% to more than 99% compliant as measured on monthly reports by developing training processes and procedures, creating reports, and providing support for regulatory and corporate audits.
- Incorporated all site manufacturing training documentation into training management database and oversaw on-time implementation of one major database upgrade and several smaller ones.

Training Specialist, 2003-2004

- Supported on-time implementation of site ISOtrain training management database by updating site processes, writing procedures, performing system tests, developing and providing training to affected personnel, and preparing training status reports.

Sole Training Systems Mountain View, CA 2000 - 2003

Principal

Created training programs, user guides, procedures and other documentation. Clients included Inhale Therapeutics (now Nektar), David and Lucille Packard Foundation, and Computer Technologies Program.

- Created user guide for grant-tracking database in 6 weeks, saving client 75% of cost proposed by database manufacturer.
- Supported on-schedule rollouts of ISOtrain training management database and JD Edwards Enterprise Resource Planning system by writing test and operating procedures, developing training materials, and completing validation protocols.
- Developed training materials for document management system rollout, including identifying customer group, providing needs assessment, and updating company's policies and procedures.

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EXPERIENCE (CONTINUED)

Oread Palo Alto, CA 1998 - 2000

Trainer, 1999-2000

Developed and delivered training materials for site procedures and regulatory requirements. Created tracking program to support audits.

- Brought site into alignment with DEA requirements for controlled substance handling by revising procedures, developing training materials, and delivering training to affected personnel.
- Matched personnel with training requirements, documented completed training, and prepared status reports, successfully supporting regulatory and client audits.

Training Coordinator, 1998-1999

Managed required training by scheduling classes, notifying students, updating materials, and ensuring that facilities and materials were set up for each class.

- Streamlined training scheduling process, reducing time to set up employee training plan by 66%.
 - Created notification and reminder system for trainees and their managers, reducing training session no-shows by 50%.
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Outboard Marine Corporation Waukegan, IL 1995 - 1998

Order Entry Supervisor, 1996-1998

- Streamlined promotional order release program, reducing an order's time in system by 80%; created procedures to ensure orders were picked up regularly, reviewed based on acceptance checklist, and released for delivery to customer on time.
- Eliminated 95% of order entry problems by creating standard entry procedures, educating support staff on appropriate use of system software, and creating review process to catch system errors.

Order Entry Clerk, 1995-1996

Processed orders received via recorded phone call and fax.

- Developed standard training manual for department, addressing common customer problems and solutions; enabling temporary staff to be productive within first hour on job.
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United States Navy 1989 - 1995

Electronics Technician

- Inspected, repaired, and installed submarine antenna systems, maintaining accurate inventory of repair parts and orders.
- Maintained and repaired communications and radar systems for a combat systems trainer, including delivering training and tours to senior officers.
- Increased test equipment availability and calibration ratings from 40% to 96%.
- Coordinated personnel; referred them to site jobs, scheduled repair visits, and arranged travel.
- Reorganized site records, enabling efficient retrieval.
- Awarded Navy Achievement Medal for recovering missing test equipment, saving \$250,000.
- Received outstanding service ratings, 4 award nominations, and two letters of commendation.