

## JOYCE (COLLEEN) KELLY

[wooglett@gmail.com](mailto:wooglett@gmail.com)

---

### **WEBSITE DEVELOPMENT • NON-PROFIT MANAGEMENT • TECHNICAL WRITING**

A business/computer professional seeking a part-time (10-15 hrs per week) opportunity to utilize proven strengths in communication, organizational development, project management, training, database & website development skills, technical support, pharmaceutical regulatory compliance and fundraising. Qualified by over 20 years of professional management and consulting experience in the fields of business and technology. Strong ability to effectively interact with people at all levels of organizational structure associated with profit and non-profit environments.

#### **Areas of Expertise:**

- IT & Non-Profit Business Management
  - Staff Supervision & Volunteer Coordination
  - Website Design, Development & Maintenance
  - Fundraising & Event Planning
  - Technical Computer Skills
  - Written & Verbal Communication Skills
  - Database Skills
  - Project Management
- 

### **PROFESSIONAL EXPERIENCE**

#### **NON-PROFIT EXPERIENCE, Indianapolis, IN & Kalamazoo, MI 2001-present**

- Website Design, Development and Maintenance for several organizations
- Organizational Development & Budget Management
- Special Events Planning, Fundraising & Coordination of up to 60 volunteers
- Public Relations utilizing radio/television/newspaper/magazines
- Teaching, Training & Collaborating with Community Resources

#### **Heartland District of the UUA, Indianapolis, IN 2008 – 2010**

##### **Consultant: IT Development and Database Design & Maintenance**

- Facilitate movement of organization from a paper based office to an electronic office
- Church Windows & MS Access Database Design & Maintenance
- District Website Design, Development and Maintenance

#### **LILLY, Greenfield, IN 2006**

##### **Consultant: Systems Development and Validation (Diverse Staffing Systems)**

- Work with IT Development on Systems Design process and Systems Validation for Animal Health
- Validate and qualify Global Information Systems for design
- Develop and implement global and site validation templates
- Author validation documents

#### **LILLY, Indianapolis, IN 2004-2005**

##### **Consultant: Systems Development and Validation (Computer Task Force)**

- Work with IT Development on Iterative Systems Design process and Systems Validation for Pilot Plant Operation; Manage project schedule and track deliverables
- Internal and external Web site design and content development
- Validate and qualify Global Information Systems from design through implementation
- Collaborate with domestic and international sites to deploy multiple instances of system
- Develop and implement global and site validation templates; Author validation documents and compliance reports; including Use Cases
- Facilitate compliance reviews; project planning sessions, and problem-solving meetings

# JOYCE (COLLEEN) KELLY

---

## **PFIZER (Technology Professionals, Inc.), Portage, MI**

**2001-2004**

### ***Information Technology; Operate, Support & Usage***

- Recommendation, evaluation and in house implementation of commercial off the shelf software (COTS)
- Manage customization of COTS software (including Development Team, Vendor relations, authoring of Requirements/Specifications and system Validation in a Pharmaceutical environment; GxP; 21 CFR Part 11)
- Development, design and redesign of IT processes (SOPs)
- Design, development and delivery of IT and Business Unit End User Training.
- Technical Writing: Authoring of RFPs, Requirements, Specifications, Validation Documentation, Users Guides and Administrative Guides.
- Development of a Standards package covering Software Development Issues

## **MANATRON, INC., Portage, MI**

**1999-2001**

### ***Technical Services Support Manager***

- Manage on site and remote support resources of corporate and regional systems, staging, deployment and customer installation technicians.
- Manage order processing, distribution and shipping of customer hardware and software.
- Coordinate training and technical education of staff.
- Provide escalated telephone support for internal & external customer base.
- Daily management and coordination of systems level IT support (corporate), staging department (building customer computer systems), and on-site installation of computer systems for multi-region, multi-site support resources.

## **SYMBOL TECHNOLOGY, Holtsville, NY**

**1998-1999**

### ***Software Business Manager***

- Responsible for business issues involved in bringing third party vendors in house and preparing the service organization to profitably service and support systems environments; including vendor contract facilitation, relationship management and creation of software licenses and agreements.
- Internal and external Web site design and content development.
- Participation on the E-Commerce teams, which evaluated available vendors and packages.
- Facilitate implementation of systems level service and support programs for hardware support organization.

## **EASTMAN KODAK COMPANY, Rochester, NY**

**1987-1998**

### ***Product Manager***

- Managed a family of interrelated software products that included participation in product development (vendor contracts and vendor relationships), product readiness (SLDC product lifecycles), product launch, product support, new version releases, and product discontinuation.
- Designed, developed, and released more than 13 PC-based software packages (business imaging/enhancing document processing software) using KECP Lifecycle Methodology.
- Coordinated 4 service teams (up to 5 people per team) in support and improvement of product as well as 3 training and publication teams (1 to 3 persons per team).

***Center of Excellence (COE) Leader*** supervising a team of 6 technical support representatives.

***System Analyst*** all aspects of system design and analysis maintaining MVS/IMS and CICS programs

## **EDUCATION**

Bachelors Degree, Computer Science & Writing, University of Pittsburgh (Magna Cum Laude)  
Post-Graduate Study: Long Island University & Western Michigan University

## **PROFESSIONAL REFERENCES**

Available Upon Request

## **Community Affiliations:**

A complete listing of past and present Community Affiliations is available upon request.