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# JOHN H. DREW JR.

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## PROFESSIONAL SUMMARY

Accomplished, multi-disciplined IT professional with 20 years of experience in roles requiring Project Management, Graphic Design, Presentation Design, Web Development, Web Design, & Illustration, with an emphasis on **Graphic Design**.

- Issue Resolution
- Content Management & Creation
- Employee Training & Mentoring
- Liaison between Business Owners & IT Infrastructure
- Experienced with **FDA Regulations (21 CFR PART 11)**
- Team Lead
- Experience with Photo and Video editing
- Technical writing for Test, Instructional, and Operational Documents and Manuals
- **Expert knowledge of human anatomy**
- **Expert Sketch Artist and Portrait Painter**
- **Experienced with Lightwave, Maya, Flash, Mud box**
- AGILE (SCRUM)
- Experience in Developing and enhancing the Standard Operating Procedures (SOPs) as a part of the SOP program.
- Senior Graphic Design Specialist with 10+ years of experience in the management of the complete design process, from conceptualization to delivery.
- Expert at interdepartmental coordination and communication.
- Skilled with Adobe Creative Suite (Illustrator, Photoshop, InDesign) Microsoft Office and web design applications (Dreamweaver, HTML).
- Able to stretch the boundaries of web design and digital storytelling to help my client's brands stand out.

## EMPLOYMENT HISTORY

**Web Administrator (Contract), JHD Designs LLC; Edison, NJ — Nov. 2019 – Current**

- Web Server & Database Administration
- Troubleshooting website problems
- Monitor website traffic

**Content Writer (Contract), PwC (Stefanini); Florham Park, New Jersey — Sep. 2018 – Oct. 2019**

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- Provided necessary change and support documentation.
  - Validated and corrected XHTML and Document errors found in AEM (Adobe Experience Manager).
  - Documentation testing
  - Technical Writing
  - Release and Deployment of AEM Site (Authoring, Publishing, Dispatching).
    - *Evaluation of Fault tolerances, Editor performance, End-user performance, Content management*

**IS Automation Support (Contract), Firmenich; Plainsboro, New Jersey —  
Mar. 2017 – Jun. 2018**

- ***Integrations Testing and Technical Writing for New Laboratory Information Management System (LIMS)***
- Answer user inquiries regarding computer software or hardware operation to resolve problems
- Created templates, procedures, SOPs and manuals for validation including infrastructure qualification, analytical instruments, lab equipment, spreadsheet and SAP based applications.

**Quality Assurance (Contract), Guggenheim Financial, Edison, New Jersey —  
Jan. 2014 – Mar. 2017**

- Develop project budgets for approval, estimating timelines and material costs.
- Create designs, concepts, and sample layouts based on knowledge of layout principles and esthetic design concepts.

**Release Management / Technical Liaison, MetLife; Somerset, New Jersey  
Aug. 2004 – Dec. 2014**

- ***Experience Handling Protected Health Data (PHI)***
  - Develop project budgets for approval, estimating timelines and material costs.
  - Create designs, concepts, and sample layouts based on knowledge of layout principles and esthetic design concepts.
  - Release Management / Technical Liaison, MetLife
  - Scheduled and facilitated all Release Management meetings
  - Worked with multiple IT teams to create and manage a detailed and intuitive release implementation plan
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- Managed weekly / bi-weekly release cycles containing 10-15 projects
  - Developed and Administrations of MS SQL Database for Tracking & Ticket Application Gathered requirements, reviewed, and approved Requirements Specification document as part of IT tools validation. Reviewed and approved related documents such as Validation Plan, Test plan, Requirements Specification, Functional Specifications, Qualification Protocol, Test cases.
  - Testing of Platform and Application Stability
  - Collection of Release feedback from stakeholders for continuous improvement
  - Worked with developers, Business Owners, Vendors, Executive management & operations Engineers, to manage and execute milestones for each release
  - Published release status through weekly Release Management Tracking Site.
  - Designed Processes both written and visual content for review by Business Owners and Management
  - Responsible for the overall look and feel of software, content, branding, tools, hardware, and software throughout MetLife's Field Operations (throughout the United States and Canada)
  - Redesigned and integrated Marimba Castanets Tuner into New England Financials (NEF) Sales Force Laptop and Desktop for Software Deployment process
  - Managed activities between Release Management and the following functions: Change Management, Problem/Incident Management, and QA/ Testing
  - Executed BBC's ITIL based Change and Release Management processes ensuring that there is no disruption or degradation of service during the lifecycle of the change
  - Reported on service management, Incident management, Change Management, and weekly initiatives as part of the service plan. Include discussions on business priorities and periodic maintenance planning as part of the service planning meetings
  - Managed activities between Release Management and the following functions: Change Management, Problem/Incident Management, and QA/ Testing
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**Quality Assurance / Inspection, Procera SandVik; Fairlawn, New Jersey  
1999– 2001**

- ***Testing and Training on Laboratory Information Management System (LIMS)***

- Performed Dental and Medical tool inspection
- Provided in-process inspection of raw materials including chemical, labels, caps bottles, hex tips, springs, handles.
- Final Inspection on final product to be released for shipment
- Maintained logs and areas for in house retention samples.
- Trained new hires.
- Verified accuracy of production Paperwork
- Printed labels using Thermal printer, conducted area inspections, line clearances, and packaging inspection for manufacturing in compliance with cGMP and QSR CFR standards.
  - SAP Program
  - Documentum (QDMS)
  - Quality Systems FDA Regulations and cGMP, GMP
  - ***FDA Regulations (21 CFR PART 11)***
  - Knowledge in GDP, SOP's, and Safety (OSHA)
  - CAD (computer aided design) Parts manufacturing
  - Robot / Automates configuration & calibration

**Education**

- Aug. 2006 Production Design, Fine and Studio Arts  
**Academy of Art University - San Francisco, California**
  - Jan. 2004 Bachelor of Arts: Visual Communications (Design)  
**Collins College - Tempe, AZ**
  - Sep. 2002 Computer Information Systems  
**Kean University - Union, New Jersey**
  - Jul. 2001 Computer Information Systems  
**NJIT - Mount Laurel, New Jersey**
  - Jan. 1994 Computer Information Systems  
**Devry - Woodbridge, New Jersey**
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## Skills

- SharePoint
  - TCP IP
  - MS OS
  - Mac iOS
  - Windows Server
  - JavaScript
  - ColdFusion
  - HTML
  - COBOL
  - Jira Service Des
  - Technical Writing
  - Adobe Cloud Application
  - Adobe Experience Manager (AEM)
  - MVS C++ C#
  - Technical Liaison
  - Electronic Document System (EDMS)
  - CAD
  - Hyper-V
  - Active Directory
  - Project Lead / Managing
  - PC Hardware (Toshiba, Dell, HP, MAC, Server, Networking)
  - Google Workspace (G-Suite)
  - MS Azure Administration
  - Release Coordination
  - TFS (Team Foundation Server)
  - Agile (Scrum)
  - Test Plan Writing
  - SDLC (Software Development Life Cycle)
  - Apache Web Server ChromeOS
  - Application and Data Migration
  - Selenium
  - Microsoft Test Manager (MTM)
  - **Content Management Systems:** (*Confluence, Issuu, HubSpot, Agility CMS, WordPress VIP, SharePoint, AEM*)
  - MS SQL Server
  - SAP
  - Installation / Configuration
  - Imaging
  - Jira Core / Service Desk
  - Adobe Cloud Applications
  - SDLC
  - Web Development / UX/ UI Design
  - Technical Writing / Document Editing
  - FDA Compliance / Documentation
  - LAN / WAN
  - Quality Assurance / ProdDev
  - Manual Testing
  - Automated Testing
  - Mobile Testing
  - Graphic Design & Illustration
  - Application Management
  - Documentation Management
  - MS Office 365 (word, Excel, Access, etc.)
  - Network Administration / Support
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