

# Cindy Galvin

## Education

B.S., Journalism, with Highest Distinction, Northwestern University, Evanston, Illinois, 1983

## Writing/Editing Experience

### **Risk Assessment Corporation (RAC), Neeses, SC**

*Technical Editor and Writer (part-time position, work remotely from home)*

(2002–present)

- Edited and formatted technical reports, journal articles, and research papers for a group of scientists in the chemical and radiological risk assessment fields
- Wrote user guides for software tools developed by RAC
- Copyedited radiological risk assessment textbook from inception through publication with Oxford University Press
- Helped create and revise report templates.

### **IBM Corporation, Kingston, NY**

*Technical Planner and Writer*

(1984–1990)

- Defined content and planned documentation libraries for several software programs
- Participated in customer visits to determine market needs
- Worked closely with software developers to create and modify product specifications
- Wrote, edited, reviewed, and produced technical manuals and online help panels
- Conducted usability tests to determine helpfulness and clarity of information
- Worked with graphic designers to develop cover designs and illustrations for technical manuals.

## Additional Work/Volunteer Experience

### **ENT Specialists of Austin, Cedar Park and Austin, TX**

*Benefits and Billing Specialist for Two-clinic Office*

(2010–present)

- Determined insurance benefits for patient appointments
- Resolved billing disputes between insurers/patients and the clinic
- Filed appeals and claims reconsiderations with insurers
- Developed a tracking system for patient referrals.

### **Volunteer, Cedar Park and Austin, TX**

*Volunteer (during children's school years)*

(1991–2005)

- Volunteered at elementary and secondary schools and libraries (10 years)
- Taught religious education at the elementary and middle school levels (15 years)
- Managed select soccer team (3 years)

- Served as a Court-Appointed Special Advocate (CASA), representing abused and neglected children in family court (2 years)
- Wrote articles and produced newsletters for multiple organizations.

## **Skills**

Proficient with Microsoft Office tools and file-sharing systems such as ShareSync, ShareFile, and FileZilla

Familiar with a variety of style guidelines, including *Chicago Manual of Style*, *AP Style Guide*, and journal-specific style guidelines

Proficient with Centricity EMR system, including registration, scheduling, billing, reporting, and administrative components.

