



## Nicole Metcalf Santos

### Associate

Nicole brings to Quality & Compliance Services Inc. strong communication and organization skills and more than ten years experience as a Technical Writer. Meticulous and a competent multitasker, Nicole has written manuals, tutorials, job aids, website content, online help, and white papers. She has developed documentation planning and review processes, style standards, and tools strategies for other writers.

### Technical Writing

- Writes and distributes proposals, client agreements, and other Q&C documentation as required
- Writes and/or revises procedures, work instructions and records
- Produces an index to a body of government regulations for use by the pharmaceutical industry

### Project Management

- Manages yearly mailer and emailer campaigns, including drafting content and coordinating design and printing
- Manages the design and upkeep of corporate websites
- Manages the update, translation and production of GMP booklets
- Manages creation and distribution of a monthly electronic newsletter
- Maintains document control for internal documentation systems

### Computer Skills

- Microsoft Office – Microsoft Word, Excel, PowerPoint, Visio
- Adobe Acrobat

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www.qualityandcompliance.com  
www.validapharm.com  
www.nhpcompliance.com



## EDUCATION

- Bachelor of Arts, Honours Political Science, French minor, University of Waterloo (Co-op)

## CONTINUING EDUCATION, CAREER DEVELOPMENT

- Technical Writing Course, Q&C
- Beyond Spin: Introduction to Marketing, University of Toronto, Continuing Education
- Post-Graduate Certificate, Information Design, University of Toronto

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