

Sarah Z. Dungan, PhD, CPTC™

Toronto, ON, Canada | sarah.dungan@bsci.com | [LinkedIn](#) | [Portfolio](#)

Certified professional technical communicator with multiple life science degrees proficient in promotional medical writing and content production. Takes pride in shepherding complex, long-term marketing communications projects from planning to completion and enjoys collaborating cross-functionally. Eager to contribute my combination of project management and content production skills as a **Senior Technical Writer** to streamline the integration of Baylis Medical (Access Solutions) promotional materials and document production processes into Boston Scientific Cardiology.

CORE COMPETENCIES

- Technical and medical writing
- Project planning and management
- BSC Labeling and Advertising Review
- Scientific publication and peer-review
- Copy editing and proofreading
- BSC Global Branding
- Access Solutions product portfolio
- Document design
- Stakeholder/SME consultation and review

COMPUTER SKILLS

- Office 365 (Word, PowerPoint, Excel)
- Remote collaboration (Teams, Zoom, SharePoint)
- Adobe Creative Suite (InDesign, Acrobat, Photoshop, Illustrator)
- Video and audio editing (Premiere Pro, Audacity)
- Online help sites (MadCap Flare)
- HTML and CSS prototyping

CAREER SKILLS

Project Management and Leadership Experience in Medical MarComms

Gained as a Staff Technical Writer (Business Integration Contract) at Boston Scientific Corporation (October 2022 – present).

- Managed rebranding and migration of **~200 Baylis promotional materials** to the BSC APPROVE system over 10 months, including 64 medical education materials (webinars, clinical summaries, and white papers) that were released well ahead of schedule for the EDUCARE go-live deadline in early July, ultimately resulting in a **seamless integration** of Access Solutions materials into the BSC marketing ecosystem. This precedent has helped position the Access Solutions Creative Team as an "in-house agency" for Electrophysiology, with the **cross-functional and multi-disciplinary expertise** to develop innovative materials for new product launches in an expanded capacity for the division beyond just the Access Solutions portfolio.
- Regularly provided **training and guidance** on editorial style, Labeling and Advertising Review (LAR) operations, and Regulatory and Legal requirements to the Creative Team, including **mentorship** of Tech Writing Intern, helping to set an **elevated standard for Regulatory, Legal, and Quality compliance** of promotional materials in the Access Solutions franchise.
- Pivoted the migration project with agility through **multiple unexpected complexities** including initial development of Brief Summaries for Access Solutions products, combining/transitioning Baylis-to-BSC Regulatory and Legal verbiage, establishing Regulatory-Legal requirements for joint US-CA distributed materials, and determining GDPR compliance requirements for materials featuring EU-resident HCPs; Navigated these complexities **independently**, consulting WIs/SOPs and SMEs as needed and subsequently training/guiding the Creative Team in the resulting findings.
- Led the **Resources Subcommittee for the PRIDE ERG Mississauga Chapter**, coordinating educational initiatives including the Anonymous Q&A, Pride month inclusivity workshops for people leaders, and Trans Day of Visibility promotional materials.

Promotional Medical Writing and Content Production Experience

Gained as a Technical Writing Associate (Co-op) at Baylis Medical Company (January - August 2022).

- Conducted development updates to **Sales tool web applications** (cost calculators), designing **front-end prototypes (HTML and CSS)**, setting project milestones and timelines, arranging stakeholder review meetings, and liaising with contracted developers to coordinate user acceptance testing and live deployment.
- Multi-level editing and drafting of **clinical dossiers and scientific manuscripts** in collaboration with Scientific Affairs, including figure design using physician-provided clinical images and review of anatomy illustrations for medical accuracy and alignment with copy.
- Coordinated production of **medical education videos** from raw footage to finished deliverable, including **rough cut creation (Premiere Pro)** and review, for use on both an online educational content platform and live physician-led presentations at major trade shows.

Technical Communication Experience

Gained in the Technical Communication Certificate Program at Seneca College (May - Dec 2021).

- Combined subject matter knowledge with technical writing best practices to create [print and online user manuals](#) for bioinformatics software, a laboratory [standard operating procedure](#) (SOP), and a biotechnology [whitepaper](#).
- Leveraged instructional design best practices, learning theory, and SME consultation to create a prospective **interactive web-based [training presentation](#)** for new bipolar patients at CAMH.
- Applied scientific research skills to user experience design, **developing and coding an [online help site](#) from scratch** based on systematic **user research and testing** to validate information architecture, navigation design, and findability.

Scientific Communication and Research Experience

Amassed while conducting original scientific research at the University of Toronto (2012 - 2018) and Trent University (2009 - 2011).

- Authored **13 scientific publications** (now with **500+ citations and an h-index of 14**) in high impact peer-reviewed journals.
- Delivered **15 invited university guest lectures and seminars** on molecular evolution and cetacean biology.
- Presented scientific findings of original research in numerous talks and posters at international professional conferences.
- Consulted as a scientific expert on working groups and workshops for the conservation of Endangered dolphin populations.

EDUCATION

Ontario College Graduate Certificate in Technical Communication

Seneca@York, 2022

PhD Ecology and Evolutionary Biology

University of Toronto, 2018

MSc Environmental and Life Sciences

Trent University, 2011

BSc Hon Biology with High Distinction

University of Toronto, 2009