

# Technical Writer

Jackson Pegg

Contact:

Toronto, ON

226-347-2842

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

[jacksonpegg.com](http://jacksonpegg.com)

## Contents

<b>About me.....</b>	<b>2</b>
<b>Seneca .....</b>	<b>3</b>
<b>User Guide .....</b>	<b>3</b>
<b>Technical Description .....</b>	<b>5</b>
<b>My Work.....</b>	<b>6</b>
<b>Standard Operating Procedures.....</b>	<b>7</b>
<b>Software Training Modules .....</b>	<b>9</b>

## About me



I am a patient teacher. Before changing my career to a technical communicator, I am great to put into positions to train new employees and explain the principles of job. I excel at explaining hard concepts into simple terms so most people can understand.

I work well in team environments and I'm very dependable. I have experiences from construction, environmental science, cheese cleaning, and healthcare. In all these environments I've excelled because I like to take the hard jobs. The hard jobs are the most frustrating, but also the most satisfying jobs to complete. I speak up for team members when asked and I want them to succeed.

Some other fun stuff about me. I have a cat that I adore, I make my own hot sauce, and I take horrible internet quizzes to determine my personality colour ([mine is blue](#)).

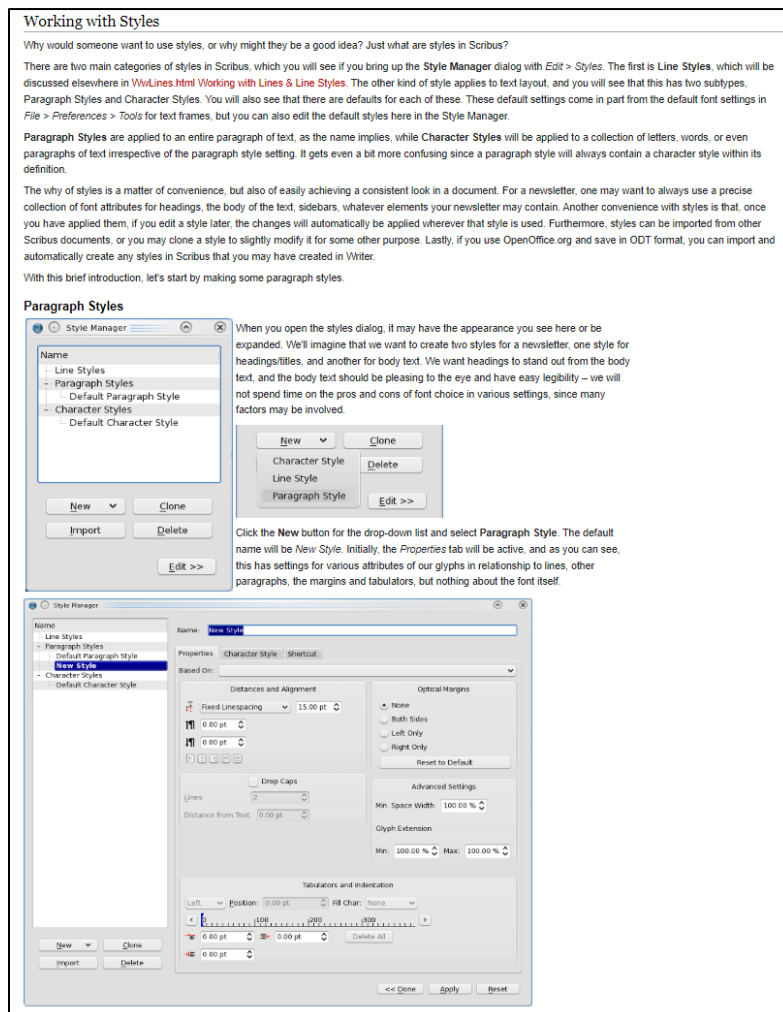
## User Guide

### Tools used: Adobe FrameMaker, Adobe Acrobat

This project involved writing a user guide for an open-source software. I worked alone on this project. The goal was to create a user guide using plain language.

To do this I needed to familiarize myself with the software. I became the Subject Matter Expert and was able to create a user guide for users that needed to know the basics.

I was able to change poorly written instructions into more manageable pieces of information. I was able to transform something like this:



Into this:

To open the style manager

- Go to **Edit**.
- Select **Styles**.  
The style manager opens.

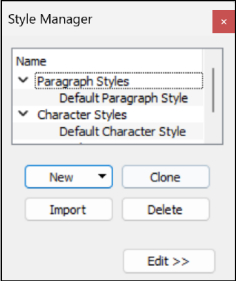


Figure 4.1 The style manager window

**Types of styles**

Use the style manager to create your own styles. The style manager modifies two types of styles:

- Paragraph styles
- Character Styles

**Character styles**

Character styles change the font of your text. Use character styles to change only a few selected words at a time. Apply the character styles to change the highlighted text in your document.

**Character properties**

Character properties change how the font looks. There are three sections to the character properties tab explained in [Table 4.1](#).

Properties sections	Features
<b>Basic Formatting</b>	Formats the font by: <ul style="list-style-type: none"><li>Family (<b>Example:</b> Arial, Times New Roman)</li><li>Style (<b>Example:</b> Italic, Bold)</li><li>Size</li><li>Spacing</li></ul>
<b>Advance Formatting</b>	Formats the scaling of the font to make text wider or taller.
<b>Colors</b>	Changes the color of the font.

Table 4.1 Character properties

**Creating a character style**

Create character styles using the style manager.

To create a character style

- Open the style manager.
- Select **New > Character style**.  
The character properties tab opens. See [Figure 4.2](#).

**Paragraph styles**

Paragraph styles change an entire paragraph of your document rather than just a few words. Paragraph styles include character properties and paragraph properties. Use paragraph styles to format your document and keep paragraphs consistent.

**Paragraph properties**

Paragraph styles can change the character properties and paragraph properties. There are five sections in the paragraph properties tab explained in [Table 4.2](#).

Properties Sections	Features
<b>Distances and Alignment</b>	Aligns the text of the paragraph. Adds spacing above or below the paragraph.
<b>Optical Margins</b>	Out-dents certain letters and punctuation into the margins to align the text border visually.
<b>Drop Caps</b>	Makes the first letter of the paragraph larger than the rest of the paragraph. Used for indexing.
<b>Advance Settings</b>	Changes the width of the paragraph by changing the width between words.
<b>Tabulators and Indentation</b>	Adds indents to specific lines in the paragraph.

Table 4.2 Paragraph properties

**Creating a paragraph style**

Create paragraph styles using the style manager

To create a paragraph style

- Open the style manager
- Select **New > Paragraph style**.  
The paragraph properties tab opens. See [Figure 4.4](#)

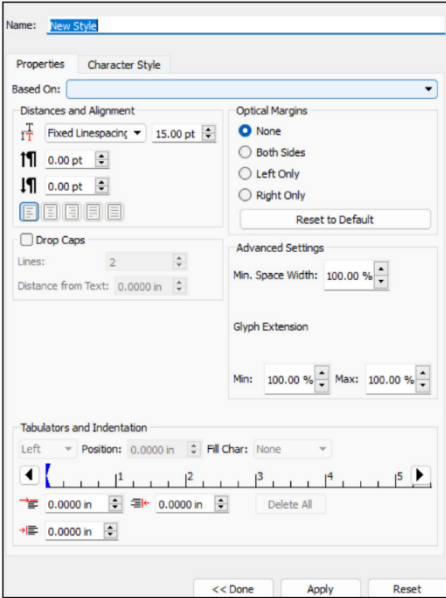


Figure 4.4 Paragraph style properties tab

- Name and format the paragraph style.
- Select **<<Done** once complete.  
Your style is now in the style manager.

**Note:** You can edit your style at any point in time after it is created.

Technical Description

Tools Used: Microsoft Word, Corel PaintShop Pro

This project involved taking a piece of hardware and write the technical descriptions. The goal was to inform users of the product features and specifications in two pages. My cats inspired me for this project as seen below.

Progeny 6L Automatic Pet Feeder

Progeny®

Features

- Holds six litres of pet food.
- Feeds pets up to four different mealtimes per day.
- Specify meal sizes to fit your pet's needs.
- Distributes equal amount of food in two bowls at the same time.

Lid

Lid Release

Food Tank

Food Tank Buckle


Control Panel

Food Chute Outlet

USB Power Connector

Feeder Base

Removable Bowl Holder




Components

Lid	Serves as the closure of the food tank.
Lid Release	Pull back to release lid for adding pet food.
Food Tank	Stores dry pet food. Detaches for easy cleaning.
Food Tank Buckle	Secures the food tank to the feeder base.
Control Panel	Displays text and images. Programs the pet feeder.
Food Chute Outlet	Opening in the feeder that dispenses food into bowls.
USB Power Connector	Connects the pet feeder to the power adapter.
Feeder Base	Holds the food tank and bowls.
Removable Bowl Holder	Removable piece which attaches to the feeder base.

6-Button Control Panel

1. Mic	Records voice message
2. Up	Increases selection
3. Set	Modifies clock and meal sizes
4. Lock	Display 6-Button Control Panel is deactivated. Press to unlock.
5. Down	Decreases selection
6. Feed	Manual feeding button



Warning


- Do not submerge feeder base in water at anytime. This may damage electronic components. Remove the Lid, Food Tank, and removable bowl holders when cleaning. Handwash only.
- Do not use wet, canned, or moist food.
- Do not place any foreign objects in the pet feeder.
- Do not place anything on top of the pet feeder.
- Do not operate the appliance if it has a damaged power cord or plug.

Physical Specifications

Colour	Black
Dimensions	7.5L x 7.5W x 15.5H inches
Bowl Diameter	4.5 inches
Maximum feeder Capacity	6 Litres
Weight	3.3 pounds
Meal Sizes	1 – 40 Portions (1 portion = 7 grams)

Power Specifications

Power	DC 5V power adapter, 3 x alkaline D batteries
Power Adapter	Ac100-240V input, DC 5V output
Working Current	Avg. 80 mA
External Socket	53mm power socket
Operating Temperature	-20°C to 85°C



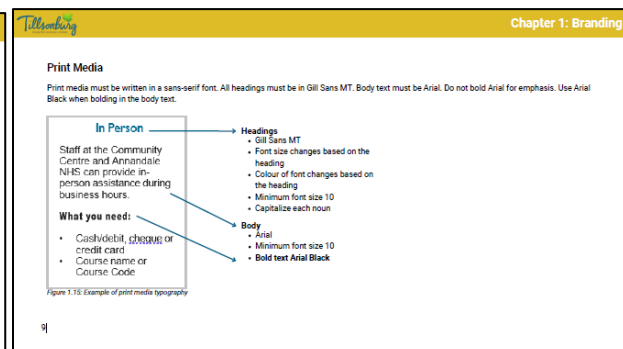
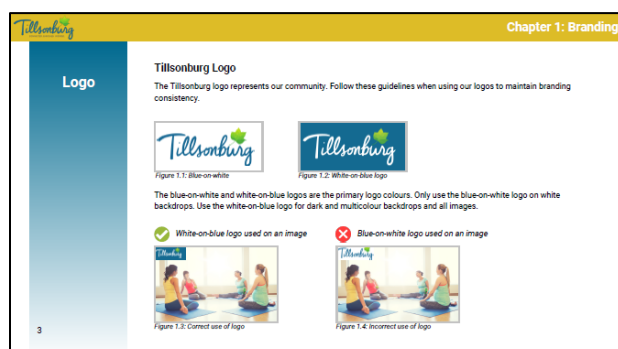
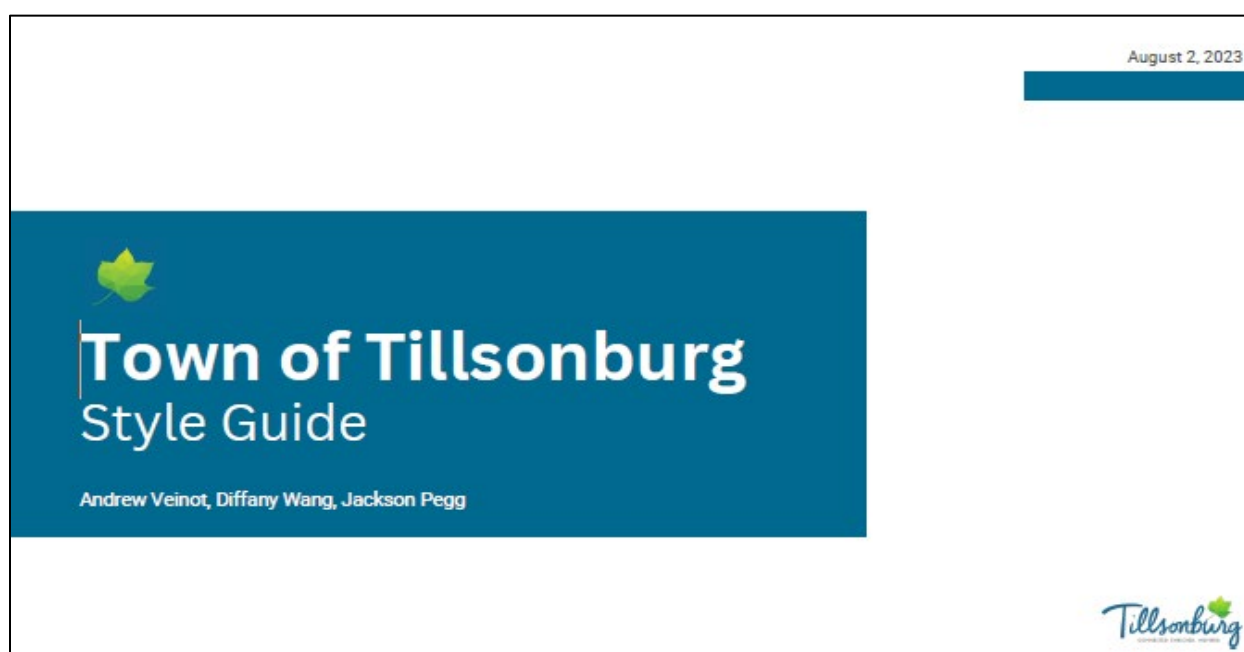
Inspiration from left to right: Steve, George, and Vader

jacksonpegg@gmail.com

## Style Guide

Tools Used: Canva, Figma

This 80-page document covered the branding guidelines of a student's hometown. We address inconsistencies in writing style and determine an accurate active voice. We establish formatting rules, and which visual elements to use. Collaboration between myself and two other students made this a fun project to complete.



# My Work

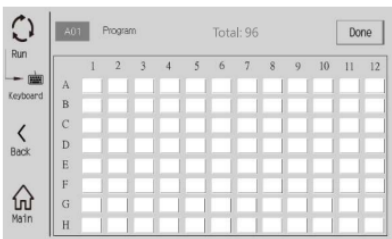
## Standard Operating Procedures

### Tools Used: Google Docs

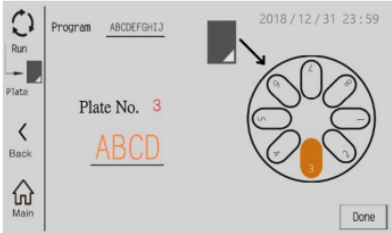
During Covid-19 I had the opportunity to work at a start up lab. I worked with state-of-the-art technology. The problem being that it was so new we didn't have SOPs for the equipment. My colleagues and I read through the user manuals and experimented with the equipment to create SOPs so new employees could understand how to operate the equipment.

From this:

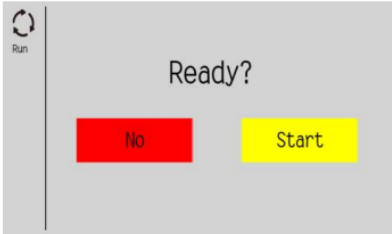
### 6. Run



Press on the box "A1" (Row A, column 1) to enter the sample ID. After inputting the sample ID, a blue line will be appeared above the box. The total number of input sample ID is shown on the top of the table. When this is completed, press "Done" to continue. If you do not want to record sample ID, press "Done" directly to go to next step.



Place the reagent plates to the corresponding plate holder as shown on the touch screen. Press "Done" to continue or "Back" to go to the previous page.



After placing all of the plates, a "Ready" message will be shown on the touch screen. Press "Start" to initiate the program or press "No" to return to the "Guide" page.



To this:

	Procedure ERS12	Page 1 of 3
	Version: 1.1	
Policy and Procedures		
Section: Equipment, Reagent and supplies	Subject Title: TanBead Maelstrom 9600 Plate Setup and Operation and Maintenance	
Prepared by: Lab Technicians, Lab technologist	Revision Date: Sep 2021	
Approved by: Lab Director	Review Date: Sep 2021	

**Principle/purpose:**

RNA is extracted from the sample using a magnetic bead/extraction/purification method. The collected cells are lysed in a buffer, releasing the contents into the buffer solution. The free RNA will bind with magnetic beads in solution and then the beads are washed to purify. The RNA is then eluted from the beads in an elution buffer. The pure RNA sample can then be used to set up PCR to specifically identify the presence or absence of specific sequences within the RNA.

**Responsibility:**

Lab Technicians/MLT's

**Reagents:**

Tanbead Maelstrom Proteinase K(PK): Digest proteins and remove contamination from nucleic acid preparations. PK rapidly denatures nucleases which may cause degradation of RNA prep

Maelstrom plates: series of deep well plates containing wash buffers 1 and 2, magnetic beads and elution buffer.

**Maelstrom Setup**

1. Turn on the Maelstrom.
2. Enter in user code [REDACTED] when the maelstrom boots up.
3. From the main menu, select "Run".
4. On the "Choose Program" screen, select the "Seegene" program (it is usually auto-selected). Select "Done".
5. The next screen confirms the program being run, and the user. If both subject fields are consistent, press "Done".
6. On the next screen, there are two subject fields that say "Kit Lot" and "Tip Lot"

NOTE: This document is *Uncontrolled When Printed*.  
Any documents appearing in paper form that are not stamped in red "MASTER COPY" are not controlled and should be checked against the document on the server prior to use.

	Procedure ERS12	Page 2 of 3
	Version: 1.1	
Policy and Procedures		
Section: Equipment, Reagent and supplies	Subject Title: TanBead Maelstrom 9600 Plate Setup and Operation and Maintenance	
Prepared by: Lab Technicians, Lab technologist	Revision Date: Sep 2021	
Approved by: Lab Director	Review Date: Sep 2021	

7. Skip these steps by selecting enter. Lot numbers are recorded on the worksheet not in the Maelstrom file.
8. Press "Done"
9. On the Plate Setup screen, press done. This will bring up the procedure for plate placement on the maelstrom.
10. Follow the onscreen prompts. Make sure that the cut out corner on the plate is facing outwards relative to the centre of the maelstrom and seated securely.
11. On the Elution Buffer (EB) plate, write down the current date, the run number, and operator initials before placing the plate in the Maelstrom.
12. Close the door and press start. The nucleic acid extraction will begin.
13. On the Run Worksheet enter the lot numbers of the PK, and Negative Control, Positive Control, Lot number of Plate, Maelstrom Extractor used, Tech initials.
14. Once the extraction is complete, place the EB plate onto the STARlet for PCR setup.
15. Follow PCR Setup SOP.

## Maelstrom Daily Maintenance

1. Clean the device after every use to avoid damage or contamination of samples.
2. Discard liquid waste from plates into the Biohazard Liquid waste bin and discard the plastic plates into the biohazard waste.
3. Wipe surfaces with 70% ethanol.
4. If required, clean the magnetic rods with lab grade H2O, never use an alcohol solvent to clean magnetic rods.
5. In order to sterilize the instrument at the end of day, select the UV lamp program and set for HH:MM and turn on.

References: TAN Bead Nucleic Acid Extractor, Maelstrom 9600 User Manual

NOTE: This document is *Uncontrolled When Printed*.  
Any documents appearing in paper form that are not stamped in red "MASTER COPY" are not controlled and should be checked against the document on the server prior to use.

This resulted in higher confidence from staff using the equipment, less operator errors, and shorter training times.

# My Work

## Software Training Modules

Tools Used: Google Docs, Adobe Premiere Pro

This project involved writing standard operating procedures and creating videos for the start-ups brand new software EpiTech. I worked closely with developers to release updated videos and procedures. Working with subject matter experts and clients let me address pain points and give feedback to the product manager.

EpiTech was a website that let doctors register patients, lab technicians process samples, medical lab technicians verify results, and patients view their results. There were two problems. Clients didn't know how to use EpiTech, and lab staff couldn't understand the product managers instructions. My task was to create 2-minute onboarding videos for doctors and other clients. This created free time for the product manager to focus on the product instead of onboarding clients.

My SOPs were also the preferred documents because I included troubleshooting tips. Until lab staff heard I was making videos. Then they requested I make videos for them for each release.

Pre16

Version:1.0

Page 1 of 8

Section: Preanalytical

Subject Title: Registering Samples into EpiTech

Prepared by: Jackson Pegg

Revision Date: 09/2022

Approved by: Lab Director

Review Date: 09/2022

**Purpose:** All staff should know the correct method and format to Register samples into EpiTech. This will teach staff the best methods for registration and how to troubleshoot certain errors.

**Responsibility:** All Staff

**Instructions:**

**Creating a Batch**

1. Log into EpiTech
2. Navigate to the "Samples" section of the sidebar and select "Batch Management."
3. Select the correct client (Rexall, Pharmasave etc.), then select the correct facility, click "switch collection facility" to change to the appropriate facility. Finally click "Add Batch"

Batch Management

1

2

3

4

4. A new screen will appear. Name the batch with the Date, and other identifiers such as facility name. If you are going to register samples for a client indicate that the batch was created by the lab. Then select the appropriate test under batch type. Lastly click save.

Batch Name

YYYY-MM-DD - FACILITY NAME - Lab Generated

Batch Type

SARS-CoV-2

Created at Belmont Lab

Save

5. This will take you to a new page with the batch ready for samples to be added to it.

NOTE: This document is Uncontrolled When Printed  
Any documents appearing in paper form that are not stamped in red "MASTER COPY" are not controlled and should be checked against the document on the server prior to use.

Pre16

Version:1.0

Page 5 of 8

Section: Preanalytical

Subject Title: Registering Samples into EpiTech

Prepared by: Jackson Pegg

Revision Date: 09/2022

Approved by: Lab Director

Review Date: 09/2022

Patient Information

(i) This part of the form allows to search for existing patients to add. Patient look up is only possible with at least of the following fields: Patient Email/Patient Passport ID/Patient Provincial Health Information Identifier ID.

Patient First Name

Patient Last Name

Patient DOB

No Last Name

Patient Passport ID

Patient Provincial Health Information ID

When ID

Patient Phone Number (Private Patient)

+1 (Canada)

Logout

"Jack P. Pegg" was previously registered in a group account under a single email address. Would you like to confirm this email address?

YES

NO

# Thanks!

---

## Cat Documentation

### Tools Used: Treats

Thank you for taking the time to read through my portfolio. I look forward to working with you in the future.

Enjoy these other attempts of getting a good picture of my cats.

