

Tara English-Sweeney

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PRODUCT ADVOCATE

Technical Writer • Business Analyst • Project Lead

CORE COMPETENCIES AND SKILLS

- Independent, positive, problem-solving leader with natural curiosity
 - Agile development familiarity with 5 years using Scrum methodology
 - Expert-level technical writing ability including full-stack concepts and online help
 - Excellent project management and follow-through skills
 - Effective collaborator, team builder, and mentor promoting customer success
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PROFESSIONAL EXPERIENCE

ACI WORLDWIDE, INC.

Technical Information Developer, 1/2019 – Present

Create user assistance content covering the full stack.

Review business requirements, user stories, product interfaces, customer issues, and engineering specifications to write first drafts of user assistance content covering the full stack. Create and manage documentation backlog for products through negotiation with Product Manager.

Key Achievements:

- Manage ACI's Merchant Fraud product and UP Framework™ products and act as SME for ID department, while contributing to other products (Base24-eps, Immediate Payments, Billers), and internal projects.
- Roll out Docs-as-Code platform to 450 users. Sole ID member who proactively learned the technology, implemented the system, trained users, and provided documentation and ongoing support.
- Self-taught full stack concepts such as SQL to reduce development overhead.
- Managed user research with Implementation Services team to increase customer satisfaction when using Installation guides.

Senior Information Developer, 8/2014 – 1/2019

Created clear, concise, and accurate user assistance for ACI's fraud and framework products.

Translated complex technical information into effective, persona-based content. Created user assistance such as UI text, user guides, and help. Managed projects in an Agile environment with geographically dispersed, cross-functional teams including product, engineering, project, and UXD.

Key Achievements:

- In 2018, led 15 projects to successful completion on time and within budget.
- Collaborated with product, architecture, and UX to solved complex GUI issues for ACI's Merchant Fraud product to enhance customer experience.
- Presented description of complex Merchant Fraud features to VP Risk Services for approval. She later used this to educate her team.

See <http://taraenglishsweeney.com> for more information.

- Led an initiative to standardize and reuse messages across 20 ACI products supported by ID.
- Led migration of internal content from SharePoint to Confluence. Reduced the content by 80%, increasing efficiency and accuracy.

RETAIL DECISIONS (RED)

Technical Writer III / Business Analyst, 3/2012 – 8/2014 (acquired by ACI Worldwide, Inc.)

Led documentation efforts for ReD's Customer Service Interface, a software solution used by industry-leading retailers such as Macy's, IKEA, Nordstrom, Finish Line, Karma Loop, and the Bank of China

Published translation-ready customer-facing documentation. Top contributor and advocate for company Confluence wiki. Documented user stories, requirements, and design assets.

Key Achievements:

- Key member of the product team that developed ReD Shield's Customer Service Interface 2. CSI 2 is the second generation of CSI that saves customers millions of dollars a month in chargebacks and fraud.
 - **Business Analyst** – Represented the customer during discussions with vendors to design features. Wrote requirements and presented them to clients such as Macy's and Nordstrom for review.
 - **Technical Writer** – Wrote all internal and customer-facing documentation.
 - **Customer-facing Trainer** - Created a reusable training script and processes for large virtual courses for external clients, ensuring customer confidentiality, without inhibiting interaction.
 - **Internal Trainer** - Created training and trained the customer service team, implementation team, and project managers.
 - **Tester** – Used an iterative process to test defects, fix, and test again with a small team. Gave the team daily testing metrics to keep us on track.

MUSCULOSKELETAL TRANSPLANT FOUNDATION

MIS Technical Writer, 4/2011 – 3/2012

Gathered requirements, developed, and executed UAT scripts for Quality and Regulatory compliance systems.

mFORMATION TECHNOLOGIES

Senior Technical Writer, 4/2010 – 10/2010

Created internal and customer facing documentation for web-based mobile device management product.

HEWLETT PACKARD

Senior Engineering Project Manager, 4/2000 – 03/2009

Responsible for internal and customer facing documentation for HP's Business Services Automation group's operating system and desktop management solutions for IT administrators.

EDUCATION

Bachelor of Science, Corporate Communication • Ithaca College
