

# Tara English-Sweeney

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## Technical Communicator

*Technical Writer • Business Analyst • Project Lead*

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### CORE COMPETENCIES AND SKILLS

- Independent, positive, persistent, 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
  - Work with geographically dispersed teams in locations like India, Ireland, South Africa, and Russia
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### PROFESSIONAL EXPERIENCE

#### ACI WORLDWIDE, INC.

##### Senior Technical Information Developer, 4/2020 – present

As the “fixer,” I take over at-risk product projects to restore stakeholder confidence in the ID team. I, personally, respond to 95% of the Docs-as-Code tickets for a user base of 450 people. I am responsible for writing documentation for any product that needs it like Real-time Payments, Fraud, and Billers. Team leader for 16 writers and editors.

##### Key Achievements:

- In 2 months, normalized the workflows and set expectations for Real-time Payments product and development teams.
  - Migrated all content into Docs-as-Code platform and trained 70+ employees on same platform.
  - Trained and transitioned product and projects to new hire, while continuing to mentor.
- Report on a Pilot program where I identified the top three deliverables written by engineers and worked with SMEs to take over the writing. Goal: Increase ID staff over 6 years to write 75% of the documents in our catalog that are currently authored by engineers or product.

##### Technical Information Developer, 1/2019 – 4/2020

*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:

- ID Project Manager and SME for ACI’s Merchant Fraud product and UP Framework™, while contributing to other products (Base24-eps, Immediate Payments, Billers), and internal projects.
- Rolled 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 and JavaScript to reduce development overhead.
- Led user research about installation guides with Implementation Services team to increase customer satisfaction.

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

### **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. Collaborated 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.
- Described complex Merchant Fraud features and presented to VP Risk Services for approval. She later used this to educate her team.
- 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. Participated in key design discussions and wrote requirements for new features. Documented user stories, requirements, and design assets. Presented requirements to engineers and clients.

#### **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** – Participated in design discussions with vendors to design features. Represented the customer during the design. Wrote requirements and presented them to clients like Macy's and Nordstrom for review.
  - **Technical Writer** – Created all internal and customer-facing documentation.
  - **Customer-facing Trainer** - Created a reusable training script and processes for large virtual courses for many clients, ensuring customer confidentiality, without inhibiting interaction.
  - **Internal Trainer** - Created training and trained the customer service, implementation team, and project managers.
  - **Tester** - Worked as part of a small team testing defects, working through an iterative process to test, fix, and test again. Provided daily metrics to the team about the testing effort.
- Top contributor and advocate for the internal Confluence wiki.

**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 Technical Writer and Analyst, 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.*

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**EDUCATION**

**Bachelor of Science, Corporate Communication • Ithaca College**

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