

Tara English-Sweeney

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SUMMARY

- Extensive experience writing professionally for the tech industry for MLOps/data science, fintech, mobile devices, and infrastructure
 - Independent, positive, tenacious, problem-solving leader with a natural curiosity
 - Worked in Agile development with 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
 - Worked with geographically-dispersed teams in locations like India, Ireland, South Africa, and Russia
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PROFESSIONAL EXPERIENCE

Domino Data Labs, San Francisco, CA
Senior Documentation Engineer II

12/2021– 11/2022

Write content to empower customers to find answers quickly. Domino is a late-stage startup that offers an enterprise MLOps platform to unleash the power of data science to address the world's most important challenges.

Key Achievements:

- Drove user research and data analysis, then reorganized the [User Guide](#) and [Admin Guide](#) for the Data Science Practitioner and System Administrator personas within 9 months.
- Migrated the Documentation website from reStructured text to AsciiDoc in three months.
- Wrote the style guide to set documentation standards such as consistency in voice and presentation for the team.
- Updated onboarding guide, reducing time to ramp up new employees.
- Closed 492 documentation gaps and fix outstanding problems in 11 months.
- Contributed to major release documentation for versions 5.1 – 5.4.
- Mentored junior writers by reviewing writing, reinforcing style guidelines, and guiding interactions with Subject Matter Experts (SMEs) and systems.

ACI WORLDWIDE, INC., Miami, FL
Senior Technical Information Developer

4/2020 – 12/2021

Led a team of 16 writers and editors. Wrote documentation for products like Real-time Payments, Fraud, and Billers. Restored stakeholder confidence in the ID team by taking over at-risk product projects.

Key Achievements:

- Drove process improvements and set expectations for Real-time Payments product and development teams in 2 months.
 - Migrated all content into the Docs-as-Code platform and trained 70+ employees on this platform.
 - Trained and transitioned product and projects to a new hire, while continuing to mentor.
- Responded to 95% of the Docs-as-Code tickets for 450 people.
- Reported on a Pilot program to identify the top three deliverables written by engineers and partner with them to take over the writing. The pilot's goal was to increase ID staff over 6 years to write 75% of the documents that engineers or product owners currently authored.

Technical Information Developer**1/2019 – 4/2020**

Authored first drafts of user assistance covering the full stack by reviewing business requirements, user stories, product interfaces, customer issues, and engineering specifications. Negotiated with Product Manager to create and manage documentation backlog for products.

Key Achievements:

- Functioned as the 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.
- Implemented the Docs-as-Code platform (Git, Markdown, and Bitbucket) to 450 users. Sole volunteer to proactively learn the technology, implement the system, train users, and provide documentation and ongoing support.
- Self-taught full-stack concepts such as SQL and JavaScript to reduce development overhead.
- Drove user research about installation guides with the Implementation Services team to increase customer satisfaction.
- Led a team and developed onboarding for all Information Developers; performed routine maintenance.
- Presented to the ID team to upskill on topics such as Kubernetes, SQL, and Style Guide "gotchas".

Senior Information Developer**8/2014 – 1/2019**

Translated complex technical information into clear, concise, accurate, persona-based user assistance such as UI text, user and developer guides, and online help for ACI's fraud and framework products. Collaborated in an Agile environment with geographically dispersed, cross-functional teams including product, engineering, project, and UXD.

Key Achievements:

- Drove 15 projects to successful completion on time and within budget in 2018.
- Collaborated with product, architecture, and UX to solve 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 products supported by ID.
- Directed migration of internal content from SharePoint to Confluence and reduced the content by 80%, increasing efficiency and accuracy.

RETAIL DECISIONS (RED) (acquired by ACI Worldwide, Inc.), Edison, NJ**3/2012 – 8/2014****Technical Writer III / Business Analyst**

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 Documented user stories, requirements, and design assets.

Key Achievements:

- Key product team member 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 for new features and presented them to clients like Macy's and Nordstrom for review.
 - **Technical Writer** – Created all internal and customer-facing documentation.
 - **Customer-facing Trainer** - Crafted 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 on a small team to test 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, Edison, NJ **4/2011 – 3/2012**

MIS Technical Writer

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

mFORMATION TECHNOLOGIES, Edison, NJ **4/2010 – 10/2010**

Senior Technical Writer

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

HEWLETT PACKARD, Mahwah, NJ **4/2000 – 03/2009**

Senior Technical Writer and Analyst

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

VOLUNTEER WORK

The Good Docs Project **6/2022 - present**

Engineer open-source templates and guides to empower developers, technical writers, and project owners to create excellent documentation.

Shore Regional Basketball, President and Treasurer, West Long Branch, NJ **9/2020 - present**

Support the Shore Regional Boys Basketball team by liaising between the coach and parents and raising funds to support the team.

- Raised \$9000, a minimum increase of 125% from the previous year's fundraising efforts.
- Increased parental involvement from zero to 50%.
- Prioritized team-building activities such as pasta parties.
- Drove events such as Senior Night and end-of-year banquets.

EDUCATION

Bachelor of Science, Corporate Communication • Ithaca College
Concentration in Instructional Design

TECHNICAL PROFICIENCIES

Git • Markdown • Bitbucket • DITA XML • Jira • Docs-as-Code • SQL • Vale • Simplified Technical English
• SharePoint • Confluence • Troubleshooting • Quality Assurance • Agile/Scrum Methodologies • Swagger •
Postman • Bluestream • SDL CMS • Visio • Snagit • XMetal • Oxygen XML Editor • Figma