

March 15, 2022

Gaurang Kadakia
ACI Worldwide Inc.
10 Advent Hill Rd.
Hartland, VT 05048
United States

Dear Sir/Madame,

Tara English-Sweeney joined Retail Decisions in March 2012, which ACI acquired in August 2014. She remained with ACI until November 2021, leaving voluntarily as a Sr. Technical Information Developer. I was fortunate to be her direct manager from October 2016 onwards and currently serve as Sr. Manager on the Information Development team. We are accountable for writing and editing activities across 20+ solutions and products and report into the Technology & Operations division.

At ACI, Tara served as a clear leader on our team and supported a wide range of solutions and products. For example, she led full stack writing efforts for Universal Payments Framework, a comprehensive set of components that enables building payment solutions by integrating ACI products and external applications. She also supported our ACI Secure eCommerce solution (Merchant Fraud Prevention, ReD Payment Services, and others), which places high demands on creating user assistance: icon help, tooltip help, on-screen help, and panel help. Tara learned her products quickly and was adept at exceeding the needs of her demanding product teams.

Tara's leadership shone best when difficulties arose. At separate points, our team had challenging interactions with two important product groups. Tara assumed a primary contact role in each case and used tact and excellent relationship building skills to change the dynamic and reset our engagements. The net result is that these product groups now advocate for our needs and work closely with us. These abilities also helped us maintain a self-organizing team and positioned her as the "go-to" person for resolving conflicts and workflow challenges. Tara's best asset is to own and simplify the complexity that others avoid.

In addition to supporting products, Tara worked on our Knowledge Base and Training committee and Innovation committee, allowing her to build out our wikis and contribute to their completeness and management, and allowing her to review and prioritize our innovation backlog. She also assisted other team members with their onboarding and training. Lastly and most notably, Tara held a lead role in our adoption of the Docs-as-Code philosophy and associated platform tools to select, install, configure, and optimize the software and serve as the primary troubleshooting and training contact for 450 writers, editors, reviewers, and contributors.

I unreservedly endorse Tara and believe she will make a phenomenal contribution to any company she joins. She has a deep understanding of both business analysis and technical writing. At ACI, Tara consistently earned the highest ratings on annual performance reviews with accompanying accolades from team members and product contacts. I have full confidence she will repeat that success in her future endeavors.

Feel free to contact me to offer any additional information.

Yours sincerely,



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