

Tara English-Sweeney

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SUMMARY

Experienced technical communicator whose superpower is to complete large quantities of high-quality work. Passionate about technology and creating technical documentation that exceeds customer expectations. Whether leading teams or working solo, tackle challenging projects with enthusiasm. Expertise in writing for the technical industry spans MLOps/data science, fintech, mobile devices, and infrastructure. Versatility, collaboration skills, and positivity enable me to excel.

CORE COMPETENCIES

Collaboration with Cross-Functional Teams • Editing • Documentation • Project Management • Communication Skills • Mentoring • User Research • Process Improvements • Business Analysis • UI Text • Training • Onboarding • Instructional Design • Online Help/Context-Sensitive Help • Release Notes

PROFESSIONAL EXPERIENCE

DOMINO DATA LABS, San Francisco, CA

12/2021– 11/2022

Senior Documentation Engineer II

Collaborated with product management, engineering, UX, customer service, and data scientists to craft content to empower customers to quickly find answers.

Key Achievements:

- Drove user research and data analysis efforts culminating in the reorganization of the [User Guide](#) and [Admin Guide](#) to better serve the needs of the Data Science Practitioner and System Administrator personas within a 9-month timeframe.
- Created a style guide to establish documentation standards for the team, including consistency in voice and presentation.
- Mentored other writers in enhancing their writing skills by reviewing their work, promoting adherence to style guidelines, and providing guidance on interactions with Subject Matter Experts (SMEs) and systems.
- Updated the onboarding guide, reducing time to ramp up new employees.
- Closed 492 documentation gaps and fixed outstanding problems in 11 months.

ACI WORLDWIDE, INC., Miami, FL

4/2020 – 12/2021

Senior Technical Information Developer

As the team lead, oversaw a team of 16 writers and editors. Collaborated with product management, engineering, architects, and UX to author documentation and UI text for payment products.

Key Achievements:

- Managed at-risk projects to restore stakeholder confidence in the ID team by implementing simplified workflows, improving communications, setting expectations, and delivering quality products on time, then handed projects off to other ID team members and mentored the relationships.
- Responded to 95% of the Docs-as-Code tickets for a user base of 450 people.
- Managed a strategic initiative aimed at assuming authorship of key deliverables previously written by engineers. Objective was to boost the proportion of documents in our catalog written by ID staff to 75% over a period of 6 years.

Technical Information Developer

1/2019 – 4/2020

Authored initial drafts of user assistance that covered the full stack. Served as the Project Manager and Subject Matter Expert for ACI's Merchant Fraud product and UP Framework, while also writing content for other payment products and leading internal initiatives. Negotiated with the Product Manager to establish and maintain a documentation backlog for the products.

Key Achievements:

- Deployed the Docs-as-Code platform to 450 users. Sole ID member who proactively acquired the technical knowledge, executed the implementation, trained users, and supplied documentation and continued support.
- Independently learned full-stack concepts including SQL and JavaScript to reduce development overhead.
- Led user research on installation guides in collaboration with the Implementation Services team to enhance customer satisfaction.
- Managed a team and created onboarding for all Information Developers; performed routine maintenance.
- Presented to the ID team to upskill on topics such as Kubernetes and SQL.

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

Converted complex technical information into clear, concise, accurate, user assistance tailored to specific personas including 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:

- Successfully completed 15 projects on time and within budget under my leadership in 2018.
- Collaborated with product, architecture, and UX to resolve complex GUI issues for ACI's Merchant Fraud product, improving the customer experience.
- Spearheaded an effort to standardize and reuse messages across 20 products supported by ID.
- Led the migration of internal content from SharePoint to Confluence, resulting in a reduction of 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 customer-facing documentation and UI text efforts for ReD's Customer Service Interface, a software solution used by industry-leading retailers including 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.
- Collaborated with vendors in design discussions to create features, acted as the customer representative during design, authored requirements, and presented them to clients such as Macy's and Nordstrom for review as a Business Analyst.
- Crafted a reusable training script and processes for large virtual courses that ensured customer confidentiality, while also promoting interaction. Provided training to the customer service, implementation team, and project managers.

ADDITIONAL EXPERIENCE**MUSCULOSKELETAL TRANSPLANT FOUNDATION**, Edison, NJ**mFORMATION TECHNOLOGIES**, Edison, NJ**HEWLETT PACKARD**, Mahwah, NJ**EDUCATION****Bachelor of Science, Corporate Communication** • Ithaca College**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 • Visio • Snagit • XMetal • Oxygen XML Editor • Figma • SDL CMS • Bluestream CMS • Help Authoring Tools • HTML