

# Suzann Brucato

## Software Documentation Specialist Technical Editor / Technical Writer

### Contact Information

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Responsible for evaluating effectiveness and completeness of current document development tasks, identifying opportunities to improve and streamline. Accountable for identifying, capturing, and documenting process details to develop comprehensive Software Documentation Development Lifecycle (SDDL) Standard Operating Procedures (SOPs) with swimlanes and work instructions, ensuring consistent quality outcomes. Committed to producing high-quality, well-structured accurate documentation. • 25+ years developing documents for multi-background users. • 20+ years analyzing workflows and documenting inputs, outputs, and metrics to develop SOPs. • 15+ years designing, constructing, and supporting common-source-knowledgebase / file management environments.

## Work Experience

### Software Documentation Specialist

2024-09-30 to 2026-01-02

*Victor 12, Inc.*

*Passed National Criminal History Check (NCHC)*

- Developed SDDL Quality System-Level Process SOP with swimlanes and work instructions: Requirements Analysis/ Planning, Architecture Design, Content Development/Update, Review/Editing, Production/Publishing, Maintenance.
- Defined and tracked continuous improvement metrics as per ISO 9001:2015 Quality Management.
- Maintained document version and record control in SharePoint.
- Managed development and publication of 25 to 400-page software end-user documents specific to VBA Learning Management System (LMS) Agile Kanban environment.
- Confirmed compliance with Section 508 Accessibility, Federal Plain Language Guidelines, and required VA standards.

### Lead Technical Writer

2017-08-07 to 2024-08-09

*EPS Corporation Inc.*

*Department of Defense (DoD) Clearance Level: Secret*

- Developed MIL-STD-3001 Technical Manual Quality System-Level Process SOP with swimlanes and work instructions.
- National point of contact for four-year conversion activity; managed development and publication of 75+ technical documents, migrating paper-based documents to standardized digital publications across Navy product libraries.
- Streamlined workflows to reduce errors and rework through lessons learned reviews.
- Managed quarterly rotating teams of technical writers / illustrators, DoD subject matter experts / authors, DoD quality standard reviewers, and DoD stakeholders; provided team members with work instructions and change tracking tools to maintain consistent processes and reduce learning-curve risks.
- Developed and implemented knowledge management initiatives, establishing a Document-of-Record system to ensure proper record management within SharePoint GCC High restricted knowledgebase and Box.com client portal.
- Confirmed compliance with MIL-STD-3001, ISO 9001:2015, and ASD-STE100 (Simplified Technical English).

### Technical Publications Team Lead

2008-09-15 to 2017-08-04

*MTG Services, Inc.*

*DoD (Navy) Clearance Level: Secret*

- Served as in-house subject matter expert for MIL-STD-3001 NAVAIR XML documents creating Microsoft Word templates.
- Revised MIL-STD-3001 support-equipment Technical Manuals, ensuring technical accuracy and standard compliance.
- Designed and implemented common-source knowledgebase file-management network centralizing resources for teams.

### Social Media & Website Content Planner

2005-09-11 to 2008-09-30

*Work Smarter Now, Owner*

*Webmaster Certification, 2005, Brookdale Community College*

- Conceptualized and launched websites for micro-business new to internet, establishing brand presence and initial traffic.
- Developed and executed social media plans incorporating keyword analytics, brand voice, and industry insights gathered through Google alerts and analytics.
- Mentored clients to update websites and social media, monitor/analyze online presence, and track competitor activity.

### Prime FDA Form Content Editor

2003-02-03 to 2005-09-09

*RCM Technologies*

*Two-year contract with Schering Plough*

- Developed job aids standardizing document format, language, terminology, and quality review criteria.
- Ensured compliance with FDA record standards for submissions, achieving full acceptance after one review cycle.
- Managed submission of forms per quarterly review cycles to FDA, navigating client requirements to development team.

### Software Process Manager / Project Manager

1998-08-03 to 2003-01-31

*CTI Lab*

*Williams Communications*

- Developed and implemented Software Development Life Cycle (SDLC) for commercial telecommunication software product.
- Developed document suite from concept to delivery for end-user software documentation, job aids, help-desk knowledge base articles, and SOPs. <https://www.suzannmbrucato.com/sample-documents>
- Designed, developed, and updated top-quality, validated documents for both technical and non-technical audiences.

## Skills

- Adaptability and learning agility
- Associated Press Style Guide
- Build documentation for software products
- Chicago Manual Style Guide
- Collaborate with designers, developers, and program managers
- Communicate with stakeholders
- Create technical illustrations, diagrams, and visuals
- Define continuous / continual improvements
- Define document review cycles
- Define documentation process risks
- Determine documentation flow
- Develop clear and concise documents
- Develop Content Management System
- Develop in-house style guide
- Enhance documents with images, photos, diagrams, and tables
- Ensure appropriate audience targeting
- Ensure proper syntax and consistent nomenclature
- Establish Information Design Principles
- Evaluate document skill level
- Gather information from various sources
- Grasp complex technical concepts quickly
- Interview Subject Matter Experts
- Meet deadlines for multiple activities
- Oxford Style Guide
- Perform internal document development process audits
- Perform Task Analysis / Gap Analysis
- Provide software product improvement recommendations
- Research software features
- Restructure procedural content
- Review and modify documentation
- Software Documentation Development Lifecycle SOPs
- Tailor content for target audience
- Thorough research capabilities
- Understand software and coding
- Understand Software Development Lifecycle (SDLC)

## Documentation Types Developed

- Documentation Development Processes.
- End-User Manuals and Guides.
- Glossaries (terminology indexes).
- Governance for SharePoint Document Management.
- Installation and Configuration Guides.
- Job Aids / Work Instructions.
- Knowledgebase articles (FAQs).
- Procedural documentation.
- Process flowcharts / Workflow documentation.
- Product brochures.
- Quick-Start checklists.
- Release Notes (bug fixes, new features, known issues).
- Standard Operating Procedures (SOPs).
- Task-specific training modules.
- Technical Manual: Maintenance Documents.
- Troubleshooting diagrams.
- Website content.
- Workflow diagrams / swimlanes.

## Tools Used

- Authoring Tools: Oxygen XML Editor.
- Change Tracking / Client Portal: Box.com, SharePoint.
- Collaboration: SharePoint.
- Compliance Templates.
- Content Management Systems: SharePoint, WordPress.
- Continuous Improvement Metrics.
- Diagramming: Visio, Microsoft PowerPoint.
- GANTT spreadsheet schedules.
- Kanban Agile Methodologies.
- Markup (Tagging) Languages: Unix, XML, HTML.
- Material Safety Data Sheets (MSDS).
- Microsoft 365: Word, PowerPoint, Teams, SharePoint.
- Responsible/Accountable/Consulted/Informed (RACI) Matrix.
- Revision Markup: Adobe Professional, Microsoft Word.
- Screen Capture and Screen Recording: SnagIt.
- Tiger Team In-Process Reviews.
- Version Control Systems: SharePoint.

## Education

### Bachelor of Arts - English and Computer Science

*Montclair State University, Montclair, New Jersey*

1980-1983

*GPA 3.5, Awarded Cum Laude*