

Passionate about developing accurate documentation relying on subject matter expert and quality assurance review cycles. Instrumental in identifying, capturing, and documenting process details to develop software-documentation Standard Operating Procedures (SOPs) and job aids to generate repeatable quality results. Curricula Vitae: <https://www.suzannmbrucato.com>

ACCOMPLISHMENTS

- 25+ years developing documents for multi-background users including software documentation and technical manuals.
- 20+ years analyzing work flows and documenting inputs, outputs, and metrics to develop SOPs.
- 15+ years designing, constructing, and supporting use of common-source-knowledge-base / file management environments.
- Passed National Criminal History Check (NCHC) and obtained the PIV card, non-DoD/DoW/DOJ/DOE/DHS (2024 Q4).

<https://www.linkedin.com/in/suzann-m-brucato-8ba141134/>

DOCUMENTATION SPECIALIST / TECHNICAL EDITOR KEY SKILLS

- Responsible for end-user software documentation, job aids, help-desk knowledge base articles, and SOPs.
- Author, edit, test, and deliver top-quality, validated documents for both technical and non-technical audiences.
- Translate technical topics into easily understandable content for specified user-level audience, removing technical ambiguities.
- Mentor cross-project and cross-location team members in use of best practices and continuous improvement concepts.
- Design, develop, and review documents as per standards such as DoD and VA Documentation Style Guide, Section 508 Accessibility, Federal Plain Language Guidelines, and ASD-STE100 (Simplified Technical English).
- Working knowledge of ISO 9001-2015 quality requirements and implementation of continuous improvement techniques within SOPs.
- Implement knowledge-capture/transfer techniques such as process mapping through swimlanes.
- Interview subject matter experts (SMEs), employees, and clients to define critical tasks, quality requirements, and target metrics.
- Evaluate data taxonomy to classify information types, usage, archive requirements, and naming conventions.
- Serve as prime point-of-contact for projects with customer, writers/illustrators, management, and stakeholders at multiple locations.
- Manage documents in on-premises and cloud-based environments, delegating tasks to technical writers, illustrators, and reviewers.
- Restructure and update documents from legacy paper-based format to digital-electronic standardized format.
- Collaborate with teams to create customer-facing client portals with change-tracking systems for Tiger-Team in-process reviews.

PROFESSIONAL EXPERIENCE

Sample documents: <https://www.suzannmbrucato.com/sample-documents>

Software Documentation Specialist (released as part of required contract reductions) *Victor 12, Inc., 2024-09-30 to 2026-01-02*

- Developed and updated software documentation (50 to 450 pages) specific to VBA Learning Management System.
- Developed Software Documentation Development Lifecycle (SDDL) Quality System-Level Process SOP with swimlanes, work instructions, and metrics as per ISO 9001:2015 Quality Management System and Kanban key practices.
- Used VA Documentation Style Guide and Section 508 Accessibility as per contract requirements.

Lead Technical Writer (Department of Defense (DoD) Clearance Level: Secret) *EPS Corporation Inc., 2017-08-07 to 2024-08-09*

- Updated and maintain MIL-STD-3001 and S1000D technical manuals (50 to 1500 pages).
- Managed multi-location team of writers/illustrators, reviewers, SMEs, and stakeholders delivering 75+ MIL-STD-3001 XML-based PDF electronic manuals, maintaining records over 4-year contract; guiding continuous improvement per lessons learned.
- Developed MIL-STD-3001 Quality System-Level Process Manual with swimlanes, work instructions, and metrics per ISO 9001:2015 Quality Management System.
- Designed and implemented knowledgebase work-flow supporting Government-compliant SharePoint GCC High environment.
- Used ASD-STE-100 Simplified Technical English and other plain language standards as per contract requirements.

Technical Publications Team Lead (DoD Clearance Level: Secret)

MTG Services, Inc., 2008-09-15 to 2017-08-04

- Updated MIL-STD-3001 support-equipment maintenance manuals (50 to 750 pages).
- In-house subject matter expert for MIL-STD-3001 and MIL-HDBK-3001 for NAVAIR XML-based documents.
- Updated/maintained technical documents supporting Peculiar Support Equipment (PSE) and Mobile Maintenance Facilities (MMF).
- Designed, constructed, and supported use of a common-source-knowledge-base / file-management resource directory network.

Social Media & Website Content Planning

Work Smarter Now, Owner, 2005-09-11 to 2008-09-30

- Developed website/internet plan promoting service and product benefits and mapping website architecture to internet resources.
- Developed social media blogging plan, analyzing business and industry geography, keyword analytics, and brand voice.

Prime Editor

RCM Technologies (Schering-Plough contract), 2003-02-03 to 2005-09-09

- Learned and implemented FDA-specific record standards for documents prepared by technical writing team for FDA submission.
- Produced and provided job aids for technical writing team.

Software Process Manager / Project Manager

CTI Lab (Williams Communications), 1998-08-03 to 2003-01-31

- Developed Waterfall Software Development Life Cycle methodology to produce repeatable-quality software products with related manuals, user guides, and installation documents.
- Developed and implemented document style guide based on Chicago Style Guide and Oxford Style Guide.

EDUCATION

- Montclair State College, English and Computer Science - 1980-1983, Bachelor of Arts, GPA 3.5 Cum Laude.
- Rutgers University, Civil Engineering and English - 1978-1980, no degree.

TOOLS

- Use of activity-driven content management systems (SharePoint), project and activity tracking (Kanban), version-control systems (SharePoint), client collaboration / subject matter reviews (Box.com), project management (Vertex42.com Gantt), quality review and control (Microsoft Word and Adobe Acrobat Pro comment summaries).
- Proficiency with Microsoft Office 365 Suite: SharePoint, Word, PowerPoint, Paint, Excel, Outlook, OneNote, OneDrive, and Teams.
- Project-level familiarity with TechSmith SnagIt and Microsoft Visio.