

# Suzann Brucato

## Senior Technical Writer / Documentation Specialist / SOP Development and Quality Governance

### Contact Information

28 Hilltop Circle,  
Lincroft NJ 07738

Remote-based  
Available for 100% remote positions

732-666-1389 (mobile)  
732-747-2416

SuzannMBrucato@gmail.com

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

<https://www.suzannmbrucato.com>

Senior Technical Writer and Documentation Specialist with 20+ years designing and implementing documentation lifecycles, SOP frameworks, and quality governance systems across complex software and enterprise environments. Proven ability to work independently, manage multiple concurrent projects, and architect scalable documentation processes. Expertise in process analysis, quality assurance metrics, standards development, knowledge stewardship, and cross-functional documented-knowledge management. Strong track record building documentation systems that improve clarity, accessibility, and organizational efficiency while maintaining compliance and quality standards.

Core Expertise:

- **Documentation Systems Design** - Develop and implement complete documentation lifecycles; evaluation through delivery.
- **SOP Development and Governance** - Create SOPs, work instructions, and process documentation; establish and enforce documentation standards.
- **Quality Assurance and Auditing** - Define quality documentation frameworks, audit processes, identify improvements, track metrics.
- **Documented-Knowledge Management** - Design documented-knowledge repositories, establish governance structures, ensure information accessibility.
- **Process Improvement** - Analyze workflows, identify gaps, implement metrics-driven improvements using ISO 9001:2015 and industry standards.
- **Remote Work and Autonomous Contribution** - 20+ years working independently and effectively across distributed teams.

## Work Experience

### Technical Writer and Documentation Systems Specialist

2024-09-30 to 2026-01-02

Victor 12, Inc. (Florida)

Passed National Criminal History Check (NCHC); remote-work experience

- Designed and managed complete documentation lifecycle and quality assurance systems for enterprise Learning Management System (LMS) platform.
- Architected full software documentation development lifecycle (SDDL) for enterprise LMS, establishing quality gates and process workflows, ensuring organizational alignment and consistency.
- Developed comprehensive SOPs and work instructions that significantly enhanced documentation consistency and quality across product documentation.
- Conducted quality assurance audits and process reviews; recommended and implemented document-specific quality enhancements, including standardized content blocks and templates.
- Managed documentation version control and governance in SharePoint, ensuring compliance, accessibility, and traceability across all published materials.
- Designed and published 25 to 400-page software end-user documents for LMS platform in Agile Kanban environment, tailoring content to diverse user backgrounds and skill levels.
- Coordinated cross-functional workflows with software developers, product managers, and stakeholders to ensure content accuracy and process clarity.
- Defined and tracked continuous improvement metrics for documentation processes (timeliness, quality, stakeholder satisfaction) in alignment with ISO 9001:2015, resulting in measurable improvements.
- Verified compliance with Section 508 Accessibility, Federal Plain Language Guidelines, and organizational standards.

### Lead Technical Writer and Documentation Systems Specialist

2017-08-07 to 2024-08-09

EPS Corporation Inc. (New Jersey)

Department of Defense (DoD) Clearance Level: Secret; remote-work experience

- Independently designed and managed complete documentation development lifecycle and quality systems for large-scale enterprise documentation program.
- Served as primary technical authority for documentation standards, process design, and quality assurance across distributed teams.
- Designed and implemented full in-house documentation development lifecycle (DDL) including work instructions, quality gates, and process workflows.
- Managed complex documentation program independently with minimal oversight: served as national point of contact for four-year enterprise documentation conversion project, expertly managing multiple concurrent initiatives and consistently meeting aggressive deadlines.
- Led publication of 75+ technical manuals, overseeing successful migration from legacy paper-based PDFs to standardized digital MIL-STD-3001 XML Work Package formats across multiple product libraries.
- Directed rotating teams of technical writers, illustrators, and subject matter experts across distributed locations; provided work instructions, process guidance, and change-tracking tools; established documentation standards and quality checkpoints.
- Designed and implemented enterprise knowledge management system, establishing Document-of-Record governance structure for efficient record management and accessibility within SharePoint and Box.com platforms.
- Conducted process improvement initiatives, streamlining workflows to minimize errors and rework through comprehensive lessons learned reviews and best practice documentation.
- Established and monitored quality compliance across all documentation activities: verified adherence to ISO 9001:2015, accessibility standards, and plain language guidelines.
- Received regular commendations from stakeholders and team members for exemplary performance and measurable impact on documentation quality and process efficiency; successfully completing a five-year contracted effort in four years.

## Technical Publications Specialist and Documentation Systems Designer

2008-09-15 to 2017-08-04

MTG Services, Inc. (New Jersey)

DoD (Navy) Clearance Level: Secret

- Designed and managed documentation systems and quality standards for large-scale technical publishing program. Served as in-house expert for documentation processes, standards, and templates.
- Developed full in-house documentation development lifecycle (DDL) for technical publishing program, establishing streamlined processes and quality standards for all documentation development.
- Designed comprehensive suite of MS Word templates (8 total) to standardize MIL-STD-3001 document design, structure, and formatting; enhanced efficiency and consistency across all publications.
- Revised and quality-assured technical documentation based on subject matter expert and quality assurance inputs, ensuring technical accuracy and compliance with organizational standards.
- Served as in-house subject matter expert for documentation design criteria, template use, and process standards; provided guidance and training to team members on best practices.
- Designed and implemented enterprise knowledge repository and file-management system, centralizing resources and improving accessibility for internal and external stakeholders.
- Verified compliance with established quality and accessibility standards, ensuring adherence across all documentation.

## Content Strategist and Knowledge Management Specialist

2005-09-11 to 2008-09-30

Work Smarter Now, Owner (New Jersey)

Webmaster Certification, 2005, Brookdale Community College

- Designed and implemented content strategies and knowledge management systems for small business clients. Focused on process, accessibility, and user empowerment.
- Mentored small business owners to become effective content owners for websites and social media; emphasized manageable processes and reduced technology barriers.
- Developed tailored content strategies and search engine optimization plans aligned with each client's brand voice and business objectives, resulting in improved online engagement and visibility.
- Designed and implemented websites and initial social media strategies, establishing content management processes and governance structures that empowered clients to manage their own brand presence independently.

## Quality and Compliance Documentation Specialist

2003-02-03 to 2005-09-09

RCM Technologies (New Jersey)

Two-year contract with Schering Plough

- Designed documentation quality standards and compliance processes. Developed guidelines that standardized document format, language, and review criteria across organization.
- Developed job aids and standardized templates that established consistent document format, language, terminology, and quality review criteria; served as effective tools for distributed writing team.
- Ensured compliance with submission standards, achieving full acceptance on first review cycle through rigorous quality assurance processes.
- Managed document submission cycles, maintaining alignment between client requirements and development team objectives.
- Provided clear process documentation and work instructions that were consistently incorporated by team members, demonstrating effectiveness of documentation standards without requiring additional oversight.

## Software Process Manager and Documentation Architect

1998-08-03 to 2003-01-31

Williams Communications (New Jersey)

CTI Lab

- Designed and implemented Software Development Life Cycle (SDLC) process and comprehensive documentation strategy for software product development. Established quality-focused processes and cross-functional communication frameworks.
- Developed and implemented SDLC methodology (branded internally as COMPASS), streamlining processes and improving project outcomes for software development teams.
- Designed comprehensive documentation suite covering the complete product development cycle: technical and non-technical end-user guides, job aids, and SOPs; ensuring accessibility and usability for all user types.
- Established quality-focused process reviews and communication structures that fostered transparency and effective collaboration across software development, quality assurance, and documentation teams.
- Managed multiple concurrent projects, from concept through delivery, ensuring alignment across cross-functional teams.

## Education

Bachelor of Arts - English and Computer Science

1980-1983

Montclair State University, Montclair, New Jersey

GPA 3.5, Awarded Cum Laude

## Skills and Core Competencies

### Standards and Compliance

- Section 508 Accessibility
- ISO 9001:2015 Quality Management
- ASD-STE100 (Simplified Technical English)
- Style guide development and enforcement

### Knowledge Management and Information Architecture

- SharePoint governance and document management
- Knowledge repository design and organization
- Swimlane and process flow visualization
- Information accessibility and taxonomy design

### Knowledge Stewardship & Governance

- Knowledge steward mentorship and culture building
- Documentation governance and stewardship practices
- Organizational knowledge accessibility and organization
- Knowledge repository stewardship and maintenance
- Cross-functional knowledge sharing / collaboration frameworks
- Information stewardship standards and policies

### Technical Writing and Documentation Development

- User guides and end-user manuals
- Task-based procedural documentation and job-aids
- Technical illustration and diagram integration
- Multi-audience content adaptation

### Tools and Technologies

- Microsoft 365 (Word, PowerPoint, Teams, SharePoint)
- Adobe Professional, SnagIt
- Content Management Systems (SharePoint, WordPress, Box.com)
- Kanban/Agile methodologies
- GANTT scheduling, RACI (Responsible, Accountable, Consulted, and Informed) matrices
- Visio, diagramming, and visualization tools

### Work Style and Capabilities

- Independent contributor with minimal oversight
- Remote and distributed team collaboration
- Cross-functional stakeholder communication
- Rapid learning and domain adaptability