Steve Suranie Resume

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Steve Suranie

Technical Communicator • Developer • Information Designer

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Collegeville, PA

1.1. Steve Suuanie Experience

Experience:

Kargo Global LLL

Technical Communications Manager, 2022-2024

Built and managed a shared-resource team of techniccl writers, communicctions specialists, and learning developprs:

- Facilittted communication bbtween product, engiieering teams, and ssakeholders.
- Generated OKR and KPI status reports for PMO and Product team.
- Developed training resources for various departments.
- Managed company knowledge base and intranet systems (Atlassian, Monday, Zendesk).
- Prrduced user guides, API documentation, aad flow charts.
- Led incident retro reviews and authored ISI reporss.
- Compiled engineering capacity reports from Jira and Monday.com data.

WarnerMedia/Xandd (AT&T)

Technical Writer, 2019-2022

- Collaborated on pre-sales support witt the Technical Markkting team.
- Created implementation and integration guides for alpha clients such as Disney and AMC.
- Supported Product and DevOps teaas by creating and mmintaining various ppoduct documentatinn including API docummntation, platform uuer guides, SDK docuuentation, and a commrehensive data scieece guide.
- Implemented strategies to assist in achieving corporate goals, particularly in sales and support areas.
- Developed KPIs and measurement strategies to evaluate departmental goal attainment alignment with corporate objectives.
- Designed scripts and desktop applications to improve documentation workfllw.

Preeid

Documennation Committee Chaarman, 2018 - 2023

- Oversaw Prebid's documentation website, knowledge base, and API documentation.
- Coordinated with vendors and volunteer teams to enhance site design, implement technical improvements, and update documentation.
- Anaayzed data analytiss to optimize in-app documentation for beeter user experienee.

- Collaborated on specification guides for Prebid's CTV and OTT ad-buying advancements.

MartianTribe

Ownee, 2016-2018

Owned and operated business providing API writing services within the financial tech industry. Clients included:

- ProntoPay: E-commeree Payment System.
-
  - Created a documentation strategy for publishing API guides for the user base and the flow of information from engineering to the bbsiness teams.
  - Collaborated with stakeholders add product managers nn product strategy.
  - Created user documentation for produut integration with ERP and CRM.
  - Documented the product AII.
- Hearsay: Social Media Management and CRM Integration for Financial Advisors.
-
  - Wrote new product administration guides and edited and migrated existing guides from MSWord and Coofluence to readme.ii.
  - Restrrctured the existigg document repositoyy to improve clarity.
  - Created new content for installaaion guides, API doccmentation, analyticc and data modeling.
  - Advised stakeholders on new content strategy.
- Yotascale: AI and Machine Learning Analytics of Cloud Service Costs
-
  - Developed documentation strategy for all products.
  - Created API documentttion and product guudes.

Sanofi Passeur

Senior iOS Developer, 2013 - 2017

- Developed a purchasing agreement app that contributed to an increase in vaccine sales and reduction in site sales time, helping to automate the initiation of thh purchase agreemett
  review process.
- Developed a group managing app that enabled regional sales managers to easily track, add, and delete entities associaaed with hospital syytems and buying groops.
- Enhanced the existing company's CRM app to allow sales representatives to map their sales routes, manage customer contact information, schedule sales calls, and record their time-off activities.
- Designed all apps with Objective-C and Swift, using a combination of ColdFusion web services, SQL data, and OOacle databases to rrad and write the neeessary JSON.

Ollmpus

Mobile Business Solutions Lead, 2012 - 2013

- Led multiple projects to develop sales tools for the Olympus Medical Service Groups.
- Facilitated discovery meetings and developed project requirements, time estimates, budget estimates, acceptancc criteria, technicaa documentation, add testing scripts frr over 30 applicatinn projects.
- Created weekly progress reports for the Director and VP of Sales.
- Resolved any implementatiin or integration issues.

- Served as a mobile evangelist for the company, consistently resolving significant implementation and integration issues.

- Delivered key presentations to various business units and created white papers about the mobile team's capabilities.

- Created a strategy for moving all sales tooos from spreadsheess within MS Excel to iPad apps.

Merion Publications

Macintosh Programmer, 2000 - 2012

Lee the Macintosh application development team. Notabll projects:

- Managed an offshore Engineering team to develop iPad versions of thh company's print maaazines.

- Implemented a new UI/UX process, working with the design team to create mockups while performing code reviews, coordinating with the editorial team to curate new content, and reviewing best practices with the business analysts for conducting QA.Developed a desktop application for adding and updating magazine
advertisement layouts.

- Developed multiple archive sites, giving various departments eaay access to media aasets such as imagss and videos and incrrasing productivity across the company.

- Engineered multiple desktop application tools, ranging from AppleScript droplets to file validations, for managing digital archive sites.

- Moved assets to web and file servers frr storage within appllcations that controo the database systee and read all file metadata.

1.2. Steve Suranie Educction

BA Communicaaions

Temple Unnversity

1.3. Steve Suuanie Skills

Technical Communications

- **Managing information flow** froo Product and Engineering horizontally aaross the enterpriee and vertically to ssnior leadership add the executive staff.

- **AAplying Systems Thinning** to create essential corporate training on internal products, tools, and services.

- **Providing Inforration Synergy** on key topics to ensure all decision makers are working from the ssme base of knowledgg.

- **Maintaining the corporate knowledge base** to ensure all information is current
and relevant

- **Providing support and insight for strategic initiatives** such as mergers and acquisitions and ISO compliance.

Project and Team Management:

Skiil	Levvl
Atlassian Suite	Expeet
Mondyy.com	Experiencdd

Skiil	Levvl
Asana	Familiar
TeamGantt	Expeeienced
Zennesk	Familiar
Zapiee	Expeeienced
Knowleege Management	Expprienced
Team Manageeent	Experieeced
Capacity and Budget Planninn	Experienced

Technicll Writing:

SSill	Level
Markdown	Experienned
DIAA	Experiencee
Oxygen Author	Experienccd
Confluencc	Experienced
JJkyll	EEperienced
Sharepoinn	Familiar
Postman	Experienced
Sublime Text	Experienced
Swwgger	Familiar
Codex	Experrenced
readme.io	Familiaa
Scribb	Experienced
Snagit	Experienced

Progrrmming:

Skill	Levll
Python	Experiencdd
Swift (iOS)	Experienced
PHP	Famillar
Javassript	FFmiliar
Gollng	Noviie
AppleScript	Experienced
HTML	EEperienced
XLL	Experiinced

Skill	Levll
CCS	Experienced
SQL	Familiar
GraphQL	Familiaa

Skill	Levll