SUSANNE SUNDSETH

TECHNICAL WRITER AND INFORMATION DEVELOPER

Portfolio | LinkedIn | susanne.sundseth@gmail.com

PROFILE
Technical writer with 16 years of experience in software and machine manufacturing industries; adept at transforming complex technical information into clear and concise audience-appropriate content.

EXPERIENCE

Technical Writer II | March 2023 - August 2023
Electronic Transaction Consultants, LLC (ETC) | Richardson, TX (Remote)

Developed roadside, back office, and operation systems documentation for toll road/smart mobility software.

- Developed documentation such as management plans, user manuals, training materials, and online help.
- Organized, edited, and formatted deliverables to company and industry guidelines.
- Adhered to project specifications and schedules to design, develop, submit, and track all documentation.
- Collaborated with multiple departments, internal project teams, and SMEs to develop content.

Senior Information Developer | July 2014 - October 2022
Information Developer | February 2013 - June 2014
Infor | Colorado Springs, CO (On-site and Remote)

Researched, planned, and wrote on-premises and SaaS documentation for ERP distribution software.

- Documented new features, improvements, and fixes in release notes, online help, and guides.
- Evaluated, edited, and proofread existing documentation to ensure continued accuracy and improvement.
- Managed multiple concurrent projects and shifting priorities in a fast-paced environment to meet deadlines.
- Adhered to the global English writing style to facilitate localization and maintain consistency in deliverables.
- Achieved and maintained proficiency in relevant software applications; reviewed artifacts, tested software, and collaborated with global cross-functional teams to understand product features and functionality.

As Senior Information Developer, served as mentor and technical lead for my team in addition to performing primary writing duties.

- Liaised with information architects and documentation managers on behalf of team to troubleshoot technical issues, resolve process questions, propose changes, and track best practice and style guide updates.
- Managed, audited, and published 80+ deliverables monthly; maintained documentation on company website.
- Implemented and managed a context-sensitive help widget; monitored related topic identification process.
- Co-led projects such as migrating deliverables to a new repository and preparing content for translation.
- Conducted training, created internal job aids, and provided other guidance to new team members.

Technical Writer | January 2005 - May 2011
Douglas Machine Inc. | Alexandria, MN (On-site)

Created customized documentation for secondary packaging machinery.

- Developed and authored operator, service, and training manuals to customer and machine specifications.
- Photographed machinery, created graphics and job aids, and organized electrical and mechanical drawings.
- Collaborated with project managers, engineers, and assemblers to understand machine functionality.

TOOLS| SYSTEMS

Authoring and Content Management
Oxygen XML Editor, MadCap IXIA DITA CCMS, MadCap Flare, MadCap Central, FrameMaker, Acrobat Pro, XMetaL, Microsoft Office, SharePoint

Image Editing
Snagit, Visio, Photoshop, CorelDRAW, Lucidchart

Process Management
Jira, Confluence, Agile, Scrum, Waterfall

Languages
CSS, HTML, XML

EDUCATION
BS | Mass Communication | North Dakota State University