SUSANNE SUNDSETH

TECHNICAL WRITER AND INFORMATION DEVELOPER

Portfolio | LinkedIn | Contact: 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.

- Reliable independent worker and team player in a remote setting.
- Proficient in Oxygen XML Editor, DITA CCMS, FrameMaker, Acrobat Pro, and Microsoft Office.

EXPERIENCE

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

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

- Developed documentation such as management plans, user manuals, training materials, and online help.
- Organized, edited, and formatted documentation within established 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 required content.

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

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 face-paced environment to meet all deadlines.
- Adhered to the global English/corporate writing standards to facilitate localization and maintain uniformity.
- Achieved and maintained proficiency in assigned software applications; reviewed artifacts, tested software, and collaborated with global cross-functional development teams to understand product features and functionality.

As Senior Information Developer, assumed these additional responsibilities:

- 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.
- 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.
- Co-led special projects such as migrating content to a new authoring tool and preparing content for translation.
- Mentored new team members; created job aids, conducted training, and provided other guidance.

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

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, Lucidchart, CorelDRAW

Process Management
Jira, Confluence, Agile, Scrum, Waterfall

Languages
CSS, HTML, XML

EDUCATION

BS | Mass Communication | North Dakota State University