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| Christopher Sutton | | | | | | |
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| Experience | | | | | | |  |  |
| |  |  |  | | --- | --- | --- | | **8/22/2022 TO Present** | **STARLIMS Corporation** | **Hollywood, Fl (Remote)** |   *Senior Technical Writer*   * Responsible for creating new and updating existing business documentation including internal and external release notes, project analysis, risk analysis, templates, internal, and external user documentation for the nation’s leading G2 Laboratory Information Management Systems (LIMS) organization. * Facilitated a successful conversion and full reorganization of over 1000+ pages of end-user documentation from RoboHelp to web-based documentation via Markdown for HTML conversion. * Constructed numerous user guides and manuals for company designed products as well as for internal use. * Acted as liaison between developers, product owners, and technical managers to accomplish goals within specified time frames and provided task management assistance where appropriate. * Worked with product owner to identify documentation gaps across various areas of a product where documentation was needed as well as where we could reuse documentation across existing products and platforms. * Accountable for creating, managing, providing feedback, and approving my own as well as other technical writers pull requests regarding technical documentation while also acting as a reviewer on development pull requests. * Worked across the Quality Manufacturing, Environmental, and Forensics LIMS products. * Responsible for working in conjunction with Developers and System Engineers in the maintenance of Detailed System Design and API documentation.  |  |  |  | | --- | --- | --- | | **2/9/2015 TO 6/20/2022** | **Experian Health** | **Franklin, TN** |   *Senior Technical Writer – Assistant Project Manager – Assistant Business Analyst – Team Trainer* | | | | | | |  |  |
| * Created new and edited existing Requirements, Business, and Technical Designs as well as Test Plans and Process documents: including creating all screenshots, process flows, and graphics. * Senior Technical Writer for two different project teams within Experian Health * Edited existing process documentation for review by government clients. * Acted as the lead on an initiative to create the new CAQH COB Smart Portal in collaboration with another Project Manager. This was accomplished with minimal input from the client as we designed business and technical requirements, created workflows, accounted for various levels of user access, designed internal and end user training and documentation, implemented the product, and continued to provide support afterwards. * Constructed numerous user guides and manuals for company designed products for internal and external use. * Acted as liaison between developers, product owners, and technical managers to accomplish goals within specified time frames and provided task management assistance where appropriate. * Worked alongside Data Analysts to write hundreds of requirements for product implementation. * Recipient of a direct contract from Experian client CAQH to design their Portal User Guide in 2017. This contract was renewed yearly from inception up through my departure in 2022. The documentation was used by over 40 US-based health plans such as Aetna, Humana, and Kaiser. * Responsible for designing all documentation for, as well as hosting, quarterly internal Disaster Recovery tests for our main and secondary products. * Accountable for documenting our cloud-based, digital, and tape backup storage, retrieval, and subsequent data restoration processes for Disaster Recovery and Risk Control needs. In addition to creating the process plans for how the internal operations and call center teams would continue to operate in a DR situation. * Built templates and ensured proper documentation processes for document archival. * Regularly assisted Project Managers accepting overflow tasks such as ticket monitoring and project plan coordination. | | | | | | |
| **2/14/2011 to 2/6/2015** | | | **HP Enterprise Services** | | **Nashville, TN** | |
| *Technical Writer on the TennCare Medicaid account.*   * Published Requirements, Business, and Technical Designs as well as Test Plans and Process documents. This includes creating all screenshots, process flows, graphics, and text content. * Reviewed Requirements, Business, and Technical Designs as well as Test Plans and Process documents daily. * Collaborate with Business Analysts, System Engineers, Code Testers, and Project Managers on site and remotely in the creation and review and new and/or existing documentation. * Create documents for specialty projects, procedures, as well as supplemental reference material which have been used on multiple HP accounts. * Responsible for creating and updating the documentation for and playing an active role in the semi-annual Disaster Recovery tests for various subsystems across the TennCare platform. * Lead technical writer on multiple large projects, such as the ICD-10 for TennCare which helped Tennessee Medicaid be the first Medicaid program in the United States to be ready for ICD-10 launch. * Acted as a lead technical writer over 3-4 other technical writers at a time on various subsystem projects from 2012-2015. Responsible for reviewing and editing other technical writers’ work for content, clarity, and style. * Developed several of the necessary business requirements for existing process changes as well as the creation of new procedures and extensive, long-term documentation work in respect to the ICD-10 updates for TennCare. * Responsible for the monthly updates and maintenance to two Detailed System Design documents, which currently total over 16,000 pages in FrameMaker, which are reviewed monthly by the client. * Initiated the proposal as well as wrote the training plan for all new hire account training for HP employees working on the TennCare account which has since been used by other HP accounts. * Assisted the HP Account Executive and TennCare I.T. Director in creation of presentation used to successfully persuade the Tennessee State Legislature to update the TennCare claims-processing infrastructure, which was a vital portion of the successful $88 million-dollar 2013 two-year HP-TennCare contract renegotiation. | | | | | | |
| **2011 tO PRESENT** | **Freelance Technical Writer and Business Analyst** | | **Nashville, TN** | |
| *Freelance technical writer and consultant*   * **Technical Writer – Anode Incorporated – Nashville, TN – November 2015 – March 2016**   + Simplified existing templates and created new templates as requested for changing organizational needs.   + Worked closely with the organization’s Vice President in the systematic design, testing, and implementation of each template.   + Continues to provide consultation on an as-needed basis. * **Technical Writer/Business Analyst - Inntertainment Delivery Systems (IDS) – Nashville, TN – November 2014 to Present**   + Worked on a private contract between IDS and the California Department of Corrections and Rehabilitation.   + Wrote Business Requirements, Test Cases, and assisted in large scale hardware and software testing.   + Acted as a lead technical writer and would review, edit, and provide feedback on the work of two other technical writers who reported to me.   + Created End User documentation as well as System Operating Procedures and Knowledge Base content. This included creating all screenshots, process flows, graphics, and text content.   + Chosen as company representative to attend client’s Point of Contact sessions at Folsom Prison in Sacramento, California. * **Technical Writer - EASI Incorporated – Hendersonville, TN – August 2012– October 2012**   + Created the necessary templates and provided multiple format concepts for client review. Modified company’s existing documentation templates to match new documentation.   + Worked with Systems Engineers, Product Developers, and related Subject Matter Experts in creating wiring design schematics and step-by- step instructions for devices which prevent energy loss in electrical circuitry.   + Worked remotely via internet conference as well as in person to confirm designs and instructions while providing regular updates.   + Delivered documentation on time and within the predetermined budget. | | | | |
| **11/1/2002 to 10/1/2010** | **Convergys** | | **Clarksville, TN** | |
| *Technical Writer and trainer*   * Created training programs and necessary documentation for Convergys and their client, AT&T Wireless. * Administered training in a classroom-setting to groups of up to 60 individuals+ at a time. * Designed system operating procedures, manuals, and individual skills packets which were presented via classroom sessions, web training courses, and additional reference material to customer service representatives. | | | | |
| Education | | | | |
| **8/1/2003 to 5/1/2008** | **Austin Peay State University** | | **Clarksville, TN** | |
| *Bachelor of Science in english - technical and professional writing concentration*  Software and dOCUMENTATION lANGUAGE SKILLS   |  |  |  | | --- | --- | --- | | * Microsoft *(Including)*   + Excel   + Outlook   + PowerPoint   + Publisher   + SharePoint   + Visio   + Word | * Adobe Creative Suite *(Including)*   + Acrobat Reader   + Captivate   + Dreamweaver   + FrameMaker 8 - 12   + InDesign CS6 | * Azure DevOps * Bamboo * Bitbucket * Confluence * GIT * JIRA * MadCap Flare * Markdown * QuarkXPress * RoboHelp * Snagit * VS Code * Web Scrapers * Zendesk | | | | | |