

Ed Grzetich

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Fort Wayne IN

Highly experienced technical writer and content strategist with a proven track record of delivering high-quality technical information and content solutions on diverse topics for diverse audiences in coordination with teams around the corner and around the world. Skilled in leveraging AI for content enhancement and driving measurable improvements in customer satisfaction.

Content Strategy & Development: Content Strategy, Content Planning, Content Development, Technical Writing, User-Centered Documentation, Information Architecture, Content Reuse, Modular Content, User Interface Text, Error Messages

Artificial Intelligence & Machine Learning: Prompt Engineering, Natural Language Processing, Data Cleaning

Technical Skills: XML, DITA, HTML, CSS, Version Control, Docs as Code, API Documentation, CLI/SDK Examples

Collaboration & Communication: Cross-functional Collaboration, Stakeholder Management, Presentation, Remote Teamwork

Metrics & Analysis: User Feedback Analysis, Content Metrics Analysis, Content Improvement, Earned Value

Senior Technical Writer – Tech III, Amazon Web Services (2022 – present):

Owned the full documentation lifecycle for feature releases for multiple AWS services, collaborating with engineering and product teams to plan, develop, and deliver comprehensive documentation, including how-to guides, API references, and CLI/SDK references. Refactored, restructured, and updated documentation, resulting in a 30% improvement in customer satisfaction.

Developed meaningful code and script examples to enhance user understanding and adoption of AWS services.

Led documentation projects from inception to completion, ensuring on-time delivery and adherence to quality standards.

Content Strategy Analyst II, Mastercard (2021 – 2022):

Developed and implemented a content strategy for business-to-business information, focusing on clarity, accuracy, and timeliness to meet customer needs.

Collaborated with internal partners to understand stakeholder requirements and ensure alignment with business objectives.

Developed flexible and reusable content using DITA XML to support core and emerging products and services, facilitating content reuse and translation.

Senior Advanced Technical Writing Specialist, General Dynamics Mission Systems (2003 – 2020):

Planned and led the development of technical manuals for hardware and software systems, managing projects from kick-off to final delivery and conducting progress reviews and validation events.

Developed documentation according to various standards (S1000D, MIL-STD, DITA) and formats (PDF, HTML, IETM, hard copy), demonstrating adaptability and adherence to customer requirements.

Education

Indiana University

Master of Arts
Concentrations in Communication and English

Columbia College Chicago

Bachelor of Arts
Concentration in Acoustics