

Passionate about the value of knowledge and learning; and importance of documented information and quality processes. For more than twenty years, instrumental in identifying, capturing, and sharing knowledge; finding and filling process gaps; documenting and making information functionally accessible to employees and clients through common-access knowledge-bases. - <https://www.suzannmbrucato.com>

ACCOMPLISHMENTS

- 25+ years developing documents for multi-background users including technical manuals, process manuals, and training materials
- 20+ years analyzing work flows, identifying process gaps, and documenting work instruction inputs, outputs, and metrics
- 15+ years designing, constructing, and supporting use of common-source-knowledge-base / file management resource environments

KEY SKILLS

<https://www.linkedin.com/in/suzann-m-brucato-8ba141134/>

• PROCESS / KNOWLEDGE-BASE SPECIALIST

- Implement knowledge-capture/transfer techniques such as process mapping through swimlanes, debriefing, and communities of practice
- Interview subject matter experts (SMEs), employees, and clients to define critical tasks, quality requirements, and target process metrics
- Mentor cross-project and cross-location team members in use of best practices and continuous improvement concepts
- Working knowledge of Capability Maturity Model Integration (CMMI) process levels and implementation of continuous improvement techniques
- Evaluate data taxonomy to classify information types, usage, archive requirements (as well as establishing file naming conventions)
- Adapt instructional materials created in one format to another, such as from face-to-face to virtual learning

• DOCUMENTATION / INSTRUCTIONAL DEVELOPMENT SPECIALIST

- Author, edit, test, and deliver top-quality, validated documents for both technical and non-technical audiences
- Translate complex technical topics into easily understandable content for specified user-level audience, removing technical ambiguities
- Check documents for spelling, grammar, punctuation, missing components, redundant content, and compliance with quality standards
- Serve as prime point-of-contact for projects with customer, writers, illustrators, management, and client stakeholders across multiple locations
- Collaborate with users, engineers, and team members to analyze source data such as Logical Support Analysis (LSA) Maintenance Plans
- Restructure and update documents from legacy paper-based format to digital-electronic standardized format
- Manage documents in on-premises and cloud-based environments, delegating tasks to technical writers, illustrators, and peer reviewers
- Collaborate with teams to create instructional customer-facing client portals with change-tracking system for Tiger-Team In-Process Reviews (IPRs)
- Use of activity-driven content management systems (SharePoint), version control systems (Apache Subversion), client collaboration and subject matter reviews (Box.com), project management (Vertex42.com Gantt templates), quality review and control (Adobe Acrobat Pro comment summaries)

PROFESSIONAL EXPERIENCE

- **EPS Corporation Inc., 2017 – present** **Lead Technical Writer**
 - Technical Writer/Editor developing / updating MIL-STD-3001 and S1000D technical manuals - Department of Defense (DoD) Clearance Level: Secret
 - Managed multi-location team including writers, illustrators, reviewers, SMEs, and Government stakeholders, delivering 75+ MIL-STD-3001 XML-based PDF Electronic Technical Manuals, maintaining process records, over 4-year contract relationship; guiding continuous improvement per lessons learned
 - Developed MIL-STD-3001 Quality System-Level Process Manual with swimlanes and work instructions per ISO 9001:2015 Quality Management System
 - Executed department-wide documentation audit identifying process-specific knowledge sets
 - Designed and implemented knowledgebase work-flow architecture supporting use of Government-compliant SharePoint GCC High environment (used as electronic document management system)
 - Active use of content publishing systems including Eagle Publishing System and Arbortext Editor for MIL-STD-3001 and S1000D XML publications
 - Experience using markings specific to CUI (Controlled Unclassified Information)
 - Use of ASD-STE-100 Simplified Technical English and other plain language standards as per contract requirements
- **MTG Services Inc. (Lakehurst Naval Base), 2008-2017** **Technical Publications Team Lead**
 - Technical Writer/Editor updating MIL-STD-3001 support-equipment maintenance manuals - Department of Defense Clearance Level: Secret
 - In-house subject matter expert for MIL-STD-3001 and MIL-HDBK-3001 for NAVAIR XML-based support-equipment maintenance documents
 - Established writing approach as per MIL-STD-38784A: DoD Standard Practice for Manuals, Technical: General Style and Format Requirements
 - Created, edited, and maintained technical documentation supporting Peculiar Support Equipment (PSE) and Mobile Maintenance Facilities (MMF)
 - Designed, constructed, and supported use of a common-source-knowledge-base / file-management resource in a MS Windows directory network
 - Demonstrated basic technical understanding of military and commercial systems and technologies
- **Work Smarter Now, 2005 -2008** **Owner, Social Media Content Planning and Creation for Small Businesses**
- **RCM Technologies (Schering-Plough contract), 2004-2005** **Standards Reviewer, Prime Editor, Publications Lead**
 - Learned and implemented FDA-specific record standards across documents prepared by publications team, reviewing documents for FDA submission
 - Ensured content correctly formatted per pre-existing branded templates
 - Produced and provided work instructions and job aids for technical writing team
- **CTI Lab (Williams Communications), 1998-2003** **Software Process Manager / Project Manager**
 - Developed Waterfall SDLC (Software Development Life Cycle) methodology to produce repeatable-quality software products with related administrator manuals, user guides, and installation documents (produced via just-in-time printing) - <https://www.suzannmbrucato.com/sample-documents>
 - Managed team of software development specialists, technical writers, testers, and peer reviewers for issuance of Telecommunications Call Center call-routing software; including requirements gathering, analysis/design, coding/implementation, testing, operation/deployment, and maintenance
 - Developed and maintained document style guide, providing training to technical writing team based on Chicago Style Guide and Oxford Style Guide
- **AGS Corp (Keane Inc.), 1988-1998** **Technical Writer / Training Division Lead**
 - Merged technical writing and training divisions to reduce staffing skill overlap and optimize lifecycle activities
 - Maintained team of technical writers / training developers / instructors to develop and provide cross-industry training and documentation development services; including train-the-trainer, instructor and student guides, product manuals, process manuals, and service training
 - Consulted with managers as to implementation of department-wide quality and process improvement initiatives with work instructions and metrics
 - Used MS PowerPoint to develop and edit learning module interactive training; trained course developers in advanced features of PowerPoint
 - Designed and led workshops and training sessions tailored to establishing quality processes as derived from Key Performance Indicators (KPIs)

EDUCATION

- Montclair State College, English and Computer Science 1980-1983, Bachelor of Arts, GPA 3.5 Cum Laude
- Rutgers University, Civil Engineering and English 1978-1980, no degree

TOOLS

- Lifelong learner eager to update skill sets and adapt new technologies
- Proficiency with Microsoft Office 365 Suite including: SharePoint, Word, PowerPoint, Paint, Excel, Outlook, OneNote, OneDrive, Teams
- Project-level familiarity with Microsoft Visio and Microsoft Paint
- Familiar with the Cisco Systems Reusable Information Object Strategy (for learning module development)
- Familiar with Section 508 Accessibility Compliance

ACTIVITIES

- Jewelry Making; Fiber & Fabric Crafts; Spool Knitting; Crocheting; Reading and Writing Poetry; Water Painting; Cooking and Baking Traditional Foods