

Susan Kraft-Yorke

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Sr. Technical Writer

Senior technical writer experienced in Agile SDLC. Adept at turning great ideas into organized and presentable documents for senior technical and business stakeholders. Set up streamlined processes and procedures.

- Author and coach of "A Practical Guide To Become A Technical Writer".
- Certified in project management, API technical writing, Javascript, JSON, Scrum Master, and Scrum Product Owner, MS degree in applied physics.

Core Skills

- API payment documents
- End-to-end architectural diagrams
- Engineering and end-user content
- Project management
- Research papers
- Release notes
- System admin guides
- White papers

Tech: Acrobat Pro, BBEdit, Confluence, Excel, Jira, Google Suite (doc, sheets, slides, forms, Lucid chart), GitHub, GitX, LAN, MS Office, Office365, MS Project, Photoshop, Postman, PowerPoint, HubSpot, MacDown, Madcap Flare, Notepad++, Slack, Solidity, SwaggerHub, Teams/SharePoint, Visio, VS Code

Project Planning: Excel, Kanban, Google spreadsheets, MS Project

Languages: CSS, HTML, Javascript, JSON, Markdown, XML, YAM

Experience

FISERV, New Jersey, **Sr. Technical Writer, Advisor II**, 2/2024–current

Manage all infrastructure content such as UI text, sample code, and icons, on an API Card Services marketplace.

- Migrated API card and debit products from a sunseting HTML portal to a GitHub based MD, YAML, JSON enterprise platform.
- Wrote an API Admin Guide Overview document & API logic flow diagram .
Success factor: increased the beta client trial migration offers from 5% to 100%.
- Set up best practice standards and processes for new enterprise level API card team solutions.

Report to Sr. Director of Product Management.

BNY Mellon, New York, NY, **Consultant BA | API Technical Writer**, 01/2023-12/2023

Embedded in Engineering for work with UX and Product Management teams.

- Managed all SWIFT payment samples project for a new API product banking portal—[marketplace.bnymellon.com Unified Payments](https://marketplace.bnymellon.com/Unified-Payments).
 - Wrote API Developer Guide documents for wire, ACH, RTP, etc. in SWIFT payment message formats.
 - Managed 3rd party API solution intake for internal API flow-through specifications.
- Reported to VP of Digital Platforms and VP of Treasury Services Engineering.

Plume Design, Palo Alto, CA, Sr. Technical Writer | Analyst, 11/2020–10/2022

Accomplished primary goal: Increased efficiency in the Cloud release communications to US, EU, JA, and LATAM processes by 250% by removing all but one manual process.

- Managed project to streamline enterprise cloud release communication.
Success factors: reduced support and complaint phone calls by over 60% and increased output efficiency by 250% by automating the processes.
- Authored business analysis papers and whitepaper on personal data de-identification data compliance.

Reported to Sr. Director of Engineering.

Intuit, Mountain View, CA, Senior Technical Writer | Research Analyst, 07/2019–05/2020

- Managed a cross-department documentation architecture project. Defined industry and security standards for new documentation project management.
Success factors: reduced FAQ development team members inquiries and increased R&D output.
- Researched and wrote a business analysis paper to improve the current status of sales agent commission procedures.
Success factor: reduced commission support requests by over 50%.
- Tiger team member GDPR compliance project.
Success factor: avoided costly CA state and federal violation fines.

Reported to Principal Product Ops Manager.

Apple, Mountain View, CA, API Technical Writer | Expert Support consultant, 05/2018–08/2018

Updated API set that tracks and gives visibility into the current vulnerability state of hardware, systems, services, and assets.

Reported to Principal Consultant.

Merchant e-Solutions, Redwood City, CA, Jira Administrator | Technical Writer 01/2014–10/2015

- Co-managed engineering transition from bug fixing only into Agile release cycles; triaged ticket grooming and fixed dysfunctional Jira system.
- Created a task tracking dashboard for individual contributors and management, change logs, and RACY chart to effectively track and communicate potential events affecting a project outcome.
- Drafted project management structure as the firm transitioned from startup to highly scalable business practices while processing \$1B/month in payment transactions.

Reported to EVP Product.

Adap.tv, San Mateo, CA, Jira Administrator | Uber Project Manager 10/2012–11/2013

- Managed ongoing continuous deployment projects across multiple teams; revamped non-functional Jira, project planning, product backlog grooming, and UAT cycles.
Success factors: aided engineering growth from 25 engineers to 94 in less than 9 months, which directly impacted company's gross earnings growth from \$200K/day to \$1M/day and IPO.
- Created a task tracking dashboards, change logs, and communication plan to effectively track and communicate potential events affecting a project outcome.
- Wrote corporate policies and guidelines on new releases to sales for a digital advertising SaaS platform.

Reported to EVP Engineering.

Education

MS, Geophysics, University of California, Santa Cruz