

SUZANNE CHILES

1500 SW 12TH AVENUE #603

PORTLAND, OREGON 97201

503-753-6326

SUZANNE.CHILES@ME.COM

Technical writer with significant experience in the software industry.

Skills Summary

- Technical writing and editing
- Instructional design and training

Professional Experience

NEW RELIC, PORTLAND, OR

Technical Writer 8/2018 to 8/2019

- Documented cloud-based integrations.
- Created and wrote an event data dictionary, with all events and attributes for New Relic's core products.
- Oversaw and wrote on-host integration information for the event data dictionary.
- Planned and wrote documentation for New Relic One chart builder.
- Planning and writing documentation for a new permissions feature for users.

FISERV, PORTLAND, OR

Senior Technical Writer 4/2017 to 8/2018

- Designed training curriculum and wrote user guide for a new knowledge management system using KCS principles.
- Knowledge coach for division.
- Wrote risk management software guides for implementation and risk analysts.
- Converted 2000 page FrameMaker manual to MadCap Flare.

BIZ TEK PEOPLE, PORTLAND, OR

Senior Technical Writer (contractor) 5/2016 to 11/2016

- One of a three-person team rewriting the Field Operations Manual for NW Natural.
- Converted 1300+ page Word document to DITA-style topics in MadCap Flare.
- Rewriting content to match company and team standards and for clarity and consistency.
- Interviewing subject matter experts and field personnel to ensure accuracy of tasks.

FRESH INK FOUNDRY

Founder 2012 to present

Founder of a boutique publishing preparation services company for self-published authors of both fiction and non-fiction books. Services include editing (from substantive editing to proofreading), complete book design for printing, and e-book creation for all platforms.

FISERV, HILLSBORO, OR

Senior Technical Writer and Team Lead 10/2012-04/2016

- Started as the sole writer for an online banking product, which had no existing documentation.
- Designed and wrote an entire library of documentation for end users and internal systems administration audiences.
- Authored all information in DITA, following all team and corporate standards.
- Led a team of writers on the project, coordinating quarterly releases.
- Member of several scrum teams.

FISERV, HILLSBORO, OR
Training Specialist, 05/2009-10/2012

- Trained customers at financial institutions on using and supporting online banking products (via WebEx and in person).
- Wrote task- and audience-based training guides.
- Created e-learning modules and product overviews.

ADDITIONAL EXPERIENCE

- Online e-commerce site creation software
- Relational databases and query tools

Education

NEW MEXICO STATE UNIVERSITY, LAS CRUCES, NM
MA candidate in Technical Writing program. Was recruited prior to completion of thesis.

TRINITY UNIVERSITY, SAN ANTONIO, TX
MFA in Theater

BIRMINGHAM-SOUTHERN COLLEGE, BIRMINGHAM, ALA
BA in Drama

Skills

Writing and Editing

DITA	Adobe Acrobat Pro
oXygen	InDesign
MadCap Flare	Omnigraffle
Visio	Book design and publishing
Markdown	

Training

Camtasia	Articulate
Adobe Captivate	

Web Design and Development

Dreamweaver	WordPress
Photoshop	Drupal
HTML5	CSS

Development Practices

Agile	Visual Studio and TFS
Scrum	Jira
Kanban	Confluence
GitHub	

Languages

Python	PHP
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Systems

Mac OS	Linux
Windows	