

SUZANNE CHILES

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SUZANNECHILES.COM

Technical writer with significant experience in the software industry.

Skills Summary

- Technical writing and editing
- Instructional design and training
- Knowledge management

Professional Experience

APEX, PORTLAND, OR

Content Management Consultant 6/2020 to current (contract)

- Created a SharePoint Online communications portal at U.S. Bank for corporation-wide vulnerability and configuration management.
- Developed a self-guided learning center for onboarding new employees.
- Developed Microsoft flows to automate requests for information and assign them to staff.

TEK SYSTEMS, PORTLAND, OR

Technical Writer 11/2019 to 6/2020 (contract)

- Created facilitator and student guides for training at The Standard Insurance Company about short term disability features. Pulled in documents from many sources and consolidated them into a SharePoint site.

NEW RELIC, PORTLAND, OR

Technical Writer 8/2018 to 8/2019

- 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 a new tool for New Relic One chart builder.
- Planning and writing documentation for a new permissions feature for users.
- Worked closely with UX team and UI writer on terminology.

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.

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.

FISERV, HILLSBORO, OR

Senior Technical Writer and Team Lead 10/2012 to 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 to 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	Microsoft Office	Visio
oXygen	MadCap Flare	Adobe Acrobat Pro

Training

Camtasia	Articulate	Adobe Captivate
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Web Design and Development

Dreamweaver	Photoshop	HTML5
WordPress	Drupal	CSS
SharePoint Online	SEO	

Development Practices

Agile	Scrum	Markdown	Visual Studio and TFS
Jira	Confluence	GitHub	

Languages

Python	PHP	JavaScript
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Systems

Mac OS	Windows	Linux
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