

SUZANNE CHILES

Portland, OR 97201

503-753-6326

suzanne.chiles@me.com

suzannechiles.com portfolio

PROFESSIONAL SUMMARY

Meticulous Technical Writer dedicated to accuracy and is thorough in researching new topics to fully understand processes and details. Reliable in producing error-free work for corporate and consumer use.

Experienced instructional designer and trainer.

SKILLS

- Writing and Editing
- MadCap Flare
- RoboHelp
- Snagit
- DITA/XML/oxygen
- Style sheet creation
- Articulate
- Knowledge base creation
- Microsoft Office
- Adobe Acrobat Pro
- Service Now
- SaFe Agile
- ADO
- Jira
- Confluence
- Git
- Adobe Creative Suite
- SharePoint Online
- WordPress
- HTML5
- CSS
- SEO
- Visio

INDUSTRIES

- Fintech
- Healthcare
- Network Adapters
- Financial Planning
- Telephony
- Cyber Security
- Databases/SQL
- Web Development
- Authentication

EXPERIENCE

SYNTELLIS | CHICAGO, IL

June 2021 - September 2023

Lead Technical Writer

- Created and published documentation in MadCap Flare regarding financial planning software for financial institutions and higher education.
- Designed a documentation landing page to enhance usability and navigation to features, which resulted in 20% fewer calls to Customer Support.

EDGE SOLUTIONS AND CONSULTING | PORTLAND, OR

April 2021 - May 2021

Technical Writer (contractor)

- Wrote a white paper on client's use of artificial intelligence in healthcare.

APEX | PORTLAND, OR

June 2020 - February 2021

Content Management Consultant (contractor)

- Wrote technical documents for management of vulnerability and configuration compliance with NIST standards.
- Created a SharePoint Online communications portal at major financial institution for corporation-wide vulnerability and configuration management.

TEK SYSTEMS | PORTLAND, OR November 2019 - June 2020
Technical Writer (contractor)
• Created facilitator and student guides for training at a major insurance company about short term disability features.

NEW RELIC | PORTLAND, OR August 2018 - August 2019
Technical Writer
• Created and wrote an event data dictionary, with all events and attributes for New Relic's core products.
• Wrote API and cloud integration documentation.
• Planned and wrote documentation on a new tool, New Relic One Chart Builder
• Planned documentation for a new security protocol based on Auth0.

FISERV | PORTLAND, OR April 2017 - August 2018
Senior Technical Writer
• Designed, developed, and wrote articles for a knowledge base in ServiceNow using Knowledge-Centered Service guidelines for creation and maintenance of content.
• Converted 1000+ page payments processing manual from FrameMaker to MadCap Flare

Senior Technical Writer (contractor) May 2016 - November 2016
BIZ TEK PEOPLE | PORTLAND, OR
• Converted 1300+ page Word document to DITA-style topics in MadCap Flare.

FISERV | HILLSBORO, OR October 2012 - April 2016
Senior Technical Writer and Team Lead
• Lead writer for an online banking product.
• Designed and wrote an entire library of documentation for end-user and internal systems administration audiences.
• Authored all information in DITA, following all team and corporate standards.

Training Specialist May 2009 - October 2012
FISERV | HILLSBORO, OR
• Designed, wrote, and delivered training for an online banking product.
• Wrote task- and audience-based training guides.
• Created animated product demos.

EDUCATION

MA student- Technical Writing
NEW MEXICO STATE UNIVERSITY, LAS CRUCES, NM
Was recruited by IBM prior to completion of thesis.

MFA - Drama
TRINITY UNIVERSITY, SAN ANTONIO, TX

BA - Drama
BIRMINGHAM-SOUTHERN COLLEGE, BIRMINGHAM, AL