SUSAN KRAFT-YORKE

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197 Nottingham Avenue, Redwood City, CA 94063

# Technical Writer | Business Analyst

## QUALIFICATIONS SUMMARY

* A senior technical writer and business analyst for SDLC with SaaS continual deployment, enterprise cloud, and computer networks experience.
* Hold certifications in API technical writing, project management, and Scrum Master for agile projects.
* Write crisp, easy-to-follow documentation.

## PROFESSIONAL EXPERIENCE

**Intuit, Mountain View, CA 2019–2020**

**Senior Technical Writer and Business Analyst**

Researched, designed, and created business analysis papers, playbooks, end-to-end swimlanes, specifically:

• Designed a knowledge base so the Sales and Marketing division has clear visibility into their Commercial Technology division’s operations that could benefit their daily and quarterly processes.

• Wrote a business analysis paper based on a knowledge transfer process and a deep dive research. The goal was to discover if either the commission processes are misused or the Salesforce workflow through to Finance has a glitch.

• Supervised documentation across engineering and business teams.

• Created dozens of internal manual process systems that support Intuit's sales partners; Google doc and LucidChart swim-lanes.

• Wrote compliance initiative training sheets for each of the Inuit’s corporate vendors so they could be legal alignment with the California Consumer Privacy Act (CCPA).

Reported to Principal Product Operations Manager. Authored in Google docs, Draw.io, and LucidChart flow.

*Contract team: Kforce, San Francisco, CA*

**Kraft Consulting, Redwood City, CA 2015–2020**

**Principal Technical Writer**

• Mapped end-to-end API architecture, designed policies, and style guide supporting business cases.

• Researched and wrote developer-facing documentation.

• Interviewed subject matter experts (architects, product managers, Sr. engineers).

• Write help, support, how-to content, and policies.

• Mentored less experienced technical writers. Reported to executive management.

*Recent clients: American Family Insurance of Madison WI, Presto of Redwood City CA, Uncommon.co of Palo Alto CA,
The Grid of Los Angeles CA*

**Apple, Sunnyvale, CA 2018–2018**

**API Technical Writer**

Edited internal website product documentation based on a web app and an API set that tracks and gives visibility into the current vulnerability state of hardware, systems, services, and assets.

Reported to Sr. Consultant. Documented APIs with markdown and tracked with GitHub repositories.

*Contract team: Expert Support, Los Altos, CA*

**Merchant e-Solutions (Cielo's US division), Redwood City, CA 2014–2015**

**Technical Writer and Jira Administrator**

• Fixed a dysfunctional Jira system and helped transition engineering into Agile planning and continual deployment release cycles.

• Defined and drafted project management structure as firm transitioned from startup to highly scalable business while processing $1B/month in payment transactions.

• Developed and recorded Jira how-to instructional files.

Reported to EVP Product. Authored in Google Docs and tracked with Jira.

**Adap.tv, San Mateo, CA 2012–2013**

**Technical Writer and Jira Administrator**

• Wrote corporate policies and guidelines on new releases to sales for a digital advertising SaaS platform.

• Managed ongoing continual deployment projects across multiple teams, revamped non-functional Jira project planning and UAT cycles all of which helped the company’s rapid growth spurt and earnings shift from $200K/day to $1M/day gross sales.

Reported to EVP Engineering. Authored in Google Docs and tracked with Jira.

**Infoblox, Santa Clara, CA 2010–2012**

**Project Manager and Sr. Technical Writer**

Co-wrote white papers and executed custom research projects capturing corporate vision and new business strategies. Project managed the Advanced Technology Group resulting from these research white papers.

Reported to CTO. Authored in Word and tracked with SharePoint.

**Skiff e-Reader, Palo Alto, CA 2010–2010**

**Solo Sr. Technical Writer**

Developed and wrote the full technical documentation suite including how-to guides and instruction manuals for a first generation e-reader. Wrote e reference, help, support, and how-to content.

Reported to Program Manager. Authored in FrameMaker.

**Thermo Electron, Santa Clara, CA 2005–2008**

**Contract Sr. Technical Writer**

**2008 –2008**

• Designed and wrote user documentation for a new proteomics mass spectrometer analysis software package.

**2005–2006**

• Organized and re-wrote user documentation for proteomics mass spectrometer analysis software package.

Completed and converted documentation to online help from source documentation written for print.

**Amdocs, Santa Clara, CA 2007–2008**

**Contract Sr. Technical Writer**

Developed and wrote a new executive-level book for Amdocs, covering their telecom and support technology points.

**SAP Corporation, Palo Alto, CA Mar 2007–2007**

**Contract Technical Writer**

Developed and wrote a full technical documentation suite for a spend analytics tool prior to first release.

## EDUCATION

MS, Geophysics, University of California, Santa Cruz

BS, Geophysics, University of Alaska, Fairbanks

## SKILLS

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| Authoring | Atom, Confluence, ePublisher, FrameMaker, Oxygen, Google doc, HTML, MacDown, RoboHelp, Swagger, Word |
| Graphics and Video | Draw.io, LucidChart, mp3DirectCut, SnagIt, Paint, Photoshop, Premiere Elements, Visio |
| Other | Acrobat Pro, Atlassian, Atlassian Jira, BlueJeans, BBEdit, DreamWeaver, Excel, GitHub, GitX, MatterMost, MS Project, MS PowerPoint, OmniPlan, Partner Portal, Salesforce, Slack |
| Content Deliverables | API documents, business analysis reports, Confluence spaces designs, end-to-end architectural diagrams, Gantt charts, installation and configuration guides, JIRA dashboards and engineering workflows, online help, overview manuals, product requirements, project plans, quick start guides, technical diagrams, swim-lanes, system descriptions, reference manuals, research papers, release notes, system administration guides, time-lines, UAT plans, user guides, video files, white papers, Web and wiki sites |
| Languages | HTML, JSON, JQL, Markdown, Wiki markup, XML, YAML |