

Susan Kraft-Yorke

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Sr. Technical Writer

Senior technical writer with experience in Agile SDLC. Skilled in transforming ideas into organized documents for technical and business stakeholders. Creates clear, easy-to-follow information tailored to user needs. Proficient in the docs-as-code approach.

- Author and coach of "A Practical Guide to Becoming 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
- System admin guides
- End-to-end architectural diagrams
- Engineering and end-user content
- Research papers
- Release notes
- Policy documents
- White papers

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

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

Experience

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

Oversee all infrastructure content, including UI text, sample code, and icons, for the API Card Services marketplace, an end-to-end cloud management platform integrating unified communications, networking, and cybersecurity.

- Joined the migration team to port API card and debit products from a legacy HTML portal to a GitHub-based platform structured with Markdown, YAML, and JSON—developer.fiserv.com/product/CardDeveloper.
- Authored the API Admin Guide Overview document and created an API logic flow diagram. *Success factor:* increased the beta client trial migration offers from 5% to 100%.
- Established best practices and processes for a new enterprise-level API card developer solution.

Report to Sr. Director of Product Management.

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

Collaborated with Engineering, UX, and Product Management teams on a cloud-based platform for investment managers to access and monitor diverse data sources.

- Managed the SWIFT payment samples project for a new API banking portal at marketplace.bnymellon.com Unified Payments—[marketplace.bnymellon.com Unified Payments](https://marketplace.bnymellon.com/UnifiedPayments).
- Wrote API Developer Guides for wire, ACH, RTP, and other payment message formats using a docs-as-code approach.
- Handled the intake of third-party API solutions 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 250% in the cloud release note process by removing all but one manual process. The releases are for internal testing then our US, EU, JA, and LATAM cloud customers.

- Managed project to streamline enterprise cloud release communication for five cloud releases.
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, Contract Sr. Technical Writer | Research Analyst, 07/2019–05/2020

- Designed and implemented a cross-department information architecture strategy.
Success factors: reduced FAQ development team members inquiries and increased R&D output.
- Researched and reported a business analysis paper to improve the current status of sales agent commission systems. *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.

Kraft Consulting, Redwood City, CA, Principal Technical Writer | Project Manager, 2016–2019

Researched and wrote client-facing technical documentation and policies.

- Interviewed SMEs (Architects, Product Managers, Sr. Engineers) for documentation or collecting data for business changes.
- Designed project management technical documentation roadmap.

Selected clients: Apple of Sunnyvale, CA, Am. Fam. Insurance of Madison, WI, Amdocs of Santa Clara, CA, Presto of Redwood City, CA

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

- Co-managed engineering transition from waterfall to Agile. Formed project management structure as the firm transitioned to a highly scalable business while processing \$1B/month in transactions.

Reported to EVP Product.

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

- Managed cross-functional Squads in executing continuous deployment projects, wrote change management policies, optimized Jira and set up UAT cycles, resulting in a substantial rise in daily gross sales from \$200K to \$1M leading to a \$405M acquisition.

Education

MS, Geophysics, University of California, Santa Cruz