

Susan Kraft-Yorke

650-444-1354 | susan.kraftyorke@gmail.com
[LinkedIn.com/in/susankraft](https://www.linkedin.com/in/susankraft)

Sr. Technical Writer

Senior technical writer in SDLC sprint deployment. Adept at turning great ideas into organized and presentable documents for senior technical and business stakeholders. Write crisp, easy-to-follow information that addresses people's contexts and needs.

- Author and Coach of "A Practical Guide To Become 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
- Change Management and Best Practice Policies
- Confluence documents
- End-To-End Architectural Diagrams
- Engineering and end-user content
- System Descriptions
- Research Papers
- Release Notes
- System Admin Guides
- White Papers

Tech: Adobe Acrobat Pro, BBEdit, Confluence, FrameMaker, FTP, Jira, Google Suite (doc, sheets, slides, forms, Lucid chart), GitHub, GitX, LAN, MS Office, Office365, Photoshop, PowerPoint, HubSpot, MacDown, Madcap Flare, Notepad++, Slack, Solidity, SwaggerHub, Teams/SharePoint, Visio, VS Code, and Zoom.

Project Planning: Excel, Jira Kanban, Google spreadsheets, MS Project

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

Certifications: Scrum master, API for technical writers, Business Analysis (in progress)

Experience

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

Manage all infrastructure content such as UI text, sample code, and icons, on an API Card Services marketplace.

- Migrated API card and debit products from a sunseting HTML portal to a GitHub MD, YAML, JSON enterprise platform.
- Wrote an API Admin Guide Overview document & API logic flow diagram which increased the beta client trial migration offers from 5% to 120%.

Report to Sr. Director of Product Management.

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

Embedded in Engineering for work with UX and Product Management teams.

- Managed all SWIFT payment samples project for a new API product banking portal—[marketplace.bnymellon.com Unified Payments](https://marketplace.bnymellon.com/Unified-Payments).
- Wrote API Developer Guide documents for wire, ACH, RTP, etc. in SWIFT payment message formats.
- Managed 3rd party API solution intake 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 in the Cloud release notes posted for US, EU, JA, and LATAM processes by 250% by removing all but one manual process.

- Created and managed cloud release notes and customer feedback, releases newsletter, and developer website, which reduced support phone calls by over 60%.
- Identified and improved technical knowledge base usability processes and tools. Evangelized documentation management best practices.

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. This change reduced FAQ phone calls to development team members and increased R&D functional output.
- Researched and reported a business analysis paper to improve the current status of sales agent commission systems. The project results: reduced commission support requests by 50%.
- Tiger team member GDPR compliance project, avoiding costly unintentional violation fines.

Reported to Principal Product Ops Manager.

Apple, Mountain View, CA, API Technical Writer | Expert Support consultant, 05/2018–08/2018

Updated API set that tracks and gives visibility into the current vulnerability state of hardware, systems, services, and assets.

Reported to Principal Consultant.

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

- Helped transition engineering into Agile planning release cycles; triaged ticket grooming and fixed dysfunctional Jira system. Created educational modules for various company teams.
- Drafted project management structure as the firm transitioned from startup to highly scalable business practices while processing \$1B/month in payment transactions.

Reported to EVP Product.

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

Managed ongoing continuous deployment projects across multiple teams; oversaw the Jira system and UAT cycles. This work helped grow company earnings from \$200K/day to \$1M/day gross sales resulting in a \$405M acquisition.

Thermo Electro, Santa Clara, CA, Sr Technical Writer | Consultant 06/2005–08/2008

Multiple contracts focused on proteomics research market solutions:

- Designed and wrote user documentation for a new proteomics mass spectrometer analysis software package, Xcalibur Proteome Discoverer.
- Organized and re-wrote user documentation for proteomics mass spectrometer analysis software package.

Oracle Corporation, Redwood City, CA, Sr. Technical Writer 06/1998 – 01/2002

Designed and maintained an internal R&D corporate site for Java engineering groups.

Cylink Corporation, Santa Clara, CA, Lead Technical Writer 04/1997 – 06/1998

Designed an HTML instructional help system for a secure-encryption wireless network product.

Zeitnet, Santa Clara, CA, Lead Technical Writer 10/1995 – 03/1997

Designed and wrote the system administration 7-layer model guide for an ATM-over-IP network blade.

Education

MS, Geophysics, University of California, Santa Cruz

BS, Geophysics, University of Alaska, Fairbank

References upon request.