Susan Kraft-Yorke

650-444-1354 | susan.kraftyorke@gmail.com
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 papers and tracking documents
- End-To-End Architectural Diagrams
- Engineering and end-user content

- Jira Dashboards/Filters
- System Descriptions
- Research Papers
- Release Notes
- System Admin Guides
- White Papers

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

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

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

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

Experience

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.

- We built a new API product banking portal—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 the VP of Digital Platforms and the 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 technical knowledge management strategy across engineering and business teams under one division. This change reduced FAQ phone call interruptions 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 resulted in reducing commission support requests by 50%.
- Tiger team member for company-wide CCPA and GDPR compliance project, avoiding costly unintentional violation fines.

Reported to Principal Product Operations Manager.

Kraft Consulting, Redwood City, CA, **Principal Technical Writer | Project Manager,** 2018–2019

Researched and wrote client-facing technical documentation, help, support, how-to content, and policies, and mentored less experienced technical writers.

- Interviewed SMEs (Architects, Product Managers, Sr. Engineers) for documentation or collecting data for business changes.
- Developed a project management roadmap for technical documentation as per tier-1 client requirements.

Selected clients: Oracle of Redwood City, CA, Am. Fam. Insurance of Madison WI, Amdocs of Santa Clara, CA, Thermo Electron of Santa Clara, CA, SAP Corporation of Palo Alto, CA

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 | Scrum Master**, 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; designed and ran the Jira system and UAT cycles. This directly influenced the company's earnings growth from $200K/day to $1M/day gross sales resulting in a $405M acquisition.
- Wrote corporate policies and guidelines on new releases to sales for the digital advertising SaaS platform.

Reported to EVP Engineering.

Education

MS, Geophysics, University of California, Santa Cruz
BS, Geophysics, University of Alaska, Fairbank
  Further past experiences upon request.