

Steven Suranie

Technical Communicator • Developer • Information Designer

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Profile:

I am an experienced technical writer, developer, and graphic designer. I bring a Systems Thinking and solutions-focused philosophy to a company's technical communications strategy and overall goals. By streamlining information flow, improving knowledge base management, and helping enterprises transform into learning organization I look to implement processes that increase revenue, reduce costs, improve productivity, and assist with customer retention.

Experience:

phia, LLC

Technical Writer, 2024 - present

- Created and published final cybersecurity incident reports in conjunction with the Department of Homeland Security's Cyber Safety Review Board.
- Planned documentation processes to be implemented for cybersecurity incidences.
- Ensured all documentation met Cybersecurity and Infrastructure Security Agency (CISA) standards and complied with Section 508 regulations.
- Developed detailed reference material database.

Kargo Global, LLC

Lead Technical Writer, 2022 - 2024

- Produced user guides, API documentation, and flow charts
- Created graphics to augment the documentation information.
- Developed scripts in Python and Javascript to automate content management.
- Customized the underlying HTML and CSS for a better knowledge base user experience.
- Developed training resources for various departments.
- Managed company knowledge base and intranet systems (Atlassian, Monday, Zendesk).
- Led incident retro reviews and authored incident reports.
- Collaborated with Product Marketing to develop product decks and one-pagers.
- Assisted with ISO 27001 certification (data security) and creating processes to adhere to privacy regulations (GDPR, GPP).

WarnerMedia/AT&T

Technical Writer, 2019 - 2022

- Collaborated on pre-sales support with the Technical Marketing team.
- Created implementation and integration guides for alpha clients such as Disney and AMC.
- Supported Product and DevOps teams by creating and maintaining various product documentation including API documentation, platform user guides, SDK documentation, and a comprehensive data science guide. All work was created in Oxygen and Documentum.
- Implemented strategies to assist in achieving corporate goals, particularly in sales and support areas.
- Developed KPIs and measurement strategies to ensure departmental goals aligned with corporate objectives.
- Designed scripts and desktop applications to improve documentation workflow.

Prebid

Documentation Committee Chairman, 2018 - 2023

- Managed Prebid's documentation website, knowledge base, and API documentation.
- Coordinated with vendors and volunteer teams to enhance site design, implement technical improvements, and update documentation.
- Reviewed data analytics to optimize in-app documentation for better user experience.
- Collaborated on specification guides for Prebid's CTV and OTT ad-buying advancements.

MartianTribe

Technical Writer, 2016 - 2018

Consulting business providing technical writing services to the financial technology sector.

ProntoPay:

E-commerce Payment System

- Created a documentation strategy for publishing API guides for the user base and the flow of information from engineering to the business teams.
- Collaborated with stakeholders and product managers on product strategy.
- Created user documentation for product integration with ERP and CRM.
- Documented the product API.

Hearsay:

Social Media Management and CRM Integration for Financial Advisors

- Wrote new product administration guides and edited and migrated existing guides from MSWord and Confluence to readme.io.
- Restructured the existing document repository to improve clarity.

- Created new content for installation guides, API documentation, analytics, and data modeling.
- Advised stakeholders on new content strategy.

Yotascale:

AI & Machine Learning Analytics of Cloud Service Costs

- Developed documentation strategy for all products.
- Created API documentation and product guides.

Sanofi Pasteur

Senior iOS Developer, 2013 - 2017

- Developed a purchasing agreement app that contributed to an increase in vaccine sales and a reduction in site sales time, helping to automate the initiation of the purchase agreement review process.
- Developed a group managing app that enabled regional sales managers to easily track, add, and delete entities associated with hospital systems and buying groups.
- Enhanced the existing company's CRM app to allow sales representatives to map their sales routes, manage customer contact information, schedule sales calls, and record their time-off activities.
- Designed all apps with Objective-C and Swift, using a combination of ColdFusion web services, SQL data, and Oracle databases to read and write the necessary JSON.

Olympus

Mobile Business Solutions Lead, 2012 - 2013

- Led multiple projects to develop sales tools for the Olympus Medical Service Groups.
- Facilitated discovery meetings and developed project requirements, time estimates, budget estimates, acceptance criteria, technical documentation, and testing scripts for over 30 application projects.
- Created weekly progress reports for the Director and VP of Sales.
- Resolved any implementation or integration issues.
- Served as a mobile evangelist for the company, consistently resolving significant implementation and integration issues.
- Delivered key presentations to various business units and created white papers about the mobile team's capabilities.
- Created a strategy for moving all sales tools from spreadsheets within MS Excel to iPad apps.

Education:

Batchelor of Arts, Communications

Skills:

Technical Communications:

- **Managing information flow** from Product and Engineering horizontally across the enterprise and vertically to senior leadership and the executive staff.
- **Applying Systems Thinking** to create essential corporate training on internal products, tools, and services.
- **Providing Information Synergy** on key topics to ensure all decision makers are working from the same base of knowledge.
- **Maintaining the corporate knowledge base** to ensure all information is current and relevant.
- **Providing support and insight** for strategic initiatives such as mergers and acquisitions and ISO compliance.

Project Management:

Atlassian Suite, Monday.com, Asana, TeamGantt, Zendesk, Service Now, Zapier, content management, knowledge management.

Technical Writing:

Markdown, Oxygen Author, Zoomin, Componize, Confluence, Postman, Jekyll, Sharepoint, MS Office, Google Docs, readme.io, Scribe, Sublime Text, Alfresco, Codex, Rest API, GraphQL, OpenAI, Figma, Canva

Development:

MacOS/iOS, Python, Javascript, PHP, AppleScript, HTML., XML, SOAP, CSS, Liquid, SQL, MySQL, cURL, Postman, JSON

Certifications & Training:

- Systems Thinking Certification - LinkedIn Learning
- Section 508 Compliance
- Federal Plain Language Guidelines
- Simplified Technical English

Memberships:

- Center for Plain Language
- Society of Technical Communication