

Tara English-Sweeney

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Senior technical documentation leader specializing in large-scale content systems, AI-assisted documentation workflows, and release-driven environments. Known for driving complex documentation portfolios at scale, leading cross-functional release processes, and delivering measurable efficiency gains through automation and information architecture. Combines hands-on execution with team leadership, process design, and forward-looking innovation across fintech and enterprise SaaS. Core competencies:

- **Documentation Strategy & Operations:** End-to-end leadership of documentation portfolios, including delivery planning, scalability, and cross-functional alignment with product and release strategy.
- **AI-Assisted Documentation & Automation:** Designing and operationalizing AI agents, GPTs, and automation to streamline initial drafting, synthesis, review, and cross-functional documentation workflows.
- **Information Architecture & Content Systems:** Structuring and governing large-scale documentation ecosystems to improve discoverability, navigation, and long-term maintainability.
- **Content Management & Migration:** DITA XML, CCMS platforms, large-scale structured content migration, re-architecture, and governance.
- **Team Leadership & Delivery Enablement:** Leading execution through prioritization, workload balancing, mentoring, and quality standards while sustaining senior individual contribution.
- **Technical & Domain Fluency:** SaaS, fintech, cloud infrastructure, and rapid adoption of new tools and platforms to support complex documentation needs.

PROFESSIONAL EXPERIENCE

ALKAMI TECHNOLOGY, Remote, Plano, TX

03/2024– Present

Technical Writing Team Lead

- Contributed to documentation strategy and led delivery across core Alkami portfolios (Financial Wellness, Security & Fraud, Treasury Management, Admin Platform, Account Experience), consistently delivering high-quality content on or ahead of schedule.
- Led the ahead-of-schedule migration and information architecture redesign of 2,500+ topics into Xyleme, improving discoverability and scalability.
- Built and deployed AI-assisted documentation agents and GPTs embedded in cross-functional workflows, saving ~20 minutes per release note per Product Owner and hours of manual effort across Docs and Partner teams.
- Designed and operationalized documentation processes and tooling in partnership with Product and SMEs, reducing friction and increasing delivery efficiency across teams.
- Led day-to-day team execution by balancing workloads, mentoring writers, and upholding quality standards; served as acting manager during a leadership gap.

ALKAMI TECHNOLOGY, Remote, Plano, TX

03/2023– 03/2024

Senior Technical Writer

- Supported LCMS implementation.
- Created an API Knowledge Base and Catalog to improve developer content discoverability.
- Partnered with Professional Services to design a streamlined client implementation process.

DOMINO DATA LABS, Remote, San Francisco, CA

12/2021– 11/2022

Lead Documentation Engineer

- Led user research and content reorganization to improve documentation usability for data scientists and system administrators.
- Developed a style guide to standardize documentation structure.
- Closed 492 documentation gaps, significantly enhancing product usability and customer experience.

ACI WORLDWIDE, INC., Remote, Miami, FL

04/2020 – 12/2021

Lead Senior Technical Information Developer

- Led a team of 16 writers and editors, managing content development and platform migrations.
- Deployed Docs-as-Code solutions to 450+ users, with end-to-end training and support.
- Revived at-risk projects through workflow and stakeholder alignment. Mentored team members to foster ownership and seamless delivery.

Lead Technical Information Developer

01/2019 – 04/2020

- Owned user assistance development for full-stack applications, including UI text, developer guides, and online help.
- Acted as ID Project Manager & Subject Matter Expert for ACI's Merchant Fraud product and UP Framework.
- Implemented a Docs-as-Code platform for 450+ users, proactively acquiring technical knowledge, executing implementation, and training users.
- Led user research on installation guides, enhancing customer satisfaction and ease of use.

Senior Information Developer

08/2014 – 01/2019

- Produced clear, accurate UI, user, and developer documentation for ACI's fraud and framework products.
- Completed 15+ successful projects in 2018, on time and under budget.
- Spearheaded content standardization across 20+ products, improving efficiency and consistency.
- Led internal content migration from SharePoint to Confluence, reducing redundant content by 80%.

RETAIL DECISIONS (RED) (acquired by ACI Worldwide, Inc.), Remote, Edison, NJ

03/2012 – 08/2014

Technical Writer/ Business Analyst

- Key product team member who developed ReD Shield's Customer Service Interface 2. CSI 2 is the second generation of CSI that saves customers millions of dollars a month in chargebacks and fraud.
- Represented customer voice during feature development and design.
- Created a reusable training script and virtual course workflows to protect confidentiality while improving engagement.
- Trained customer service and project managers on the CSI platform functionalities.

ADDITIONAL EXPERIENCE**MUSCULOSKELETAL TRANSPLANT FOUNDATION**, MIS Technical Writer, Edison, NJ**mFORMATION TECHNOLOGIES**, Senior Technical Writer, Remote, Edison, NJ**HEWLETT PACKARD**, Lead Technical Writer and Analyst, Remote, Mahwah, NJ

EDUCATION**Bachelor of Science, Corporate Communication** • Ithaca College

TECHNICAL PROFICIENCIES

- **AI Tools:**
 - ChatGPT, Gemini, Glean
- **Content & Authoring Tools:**
 - DITA XML, Docs-as-Code, Help Authoring Tools, Simplified Technical English
 - SDL CMS, Bluestream CMS, Oxygen XML Editor, XMetal, Xyleme
 - SharePoint, Confluence
- **Technical & Development Tools:**
 - Git, Markdown, Bitbucket, SQL, Vale
 - Swagger, Postman, SDK documentation
- **Platforms & Project Tools:** Jira, Visio, Snagit, Figma
- **Process & Methodology:** Agile/Scrum, CI/CD, Troubleshooting
- **Industry Focus:** Fintech, Machine Learning, API documentation, Data Science