# Tara English-Sweeney

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Documentation and content operations leader specializing in documentation strategy, information architecture, structured content systems, AI-assisted workflows, and release-driven SaaS environments. Combines advanced technical writing expertise with portfolio-level leadership across documentation governance, platform transformation, customer experience, and documentation operations. Known for identifying documentation risks and opportunities early, translating complex organizational and technology changes into scalable solutions, and improving how teams create, govern, validate, and deliver trusted technical content. Core competencies:

- **Documentation Strategy & Operations**: Documentation portfolio planning, scalable delivery processes, release readiness, and alignment with product and customer needs.
- **Content Governance & Information Architecture**: Content standards, structured content, reuse, findability, navigation, and sustainable content architecture.
- **AI & Documentation Innovation**: AI-assisted workflows, agents, automation, and quality controls designed to improve efficiency while maintaining human review and validation.
- **Documentation Platform Transformation**: CCMS implementation, content migration, single-source publishing, and documentation ecosystem modernization.
- **Cross-Functional & SDLC Leadership**: Partnership across Product, Engineering, Support, Implementation, and other functions to identify risks and integrate documentation earlier in the product lifecycle.
- **Team Leadership & Coaching**: Prioritization, mentoring, peer review, quality standards, workload coordination, and leadership through influence.

## Professional Experience

**ALKAMI TECHNOLOGY**, Remote, Plano, TX **03/2024–Present**
**Senior Strategic Technical Writer/Team Lead**

- Lead documentation strategy and delivery across multiple fintech product areas, aligning documentation priorities, standards, and workflows with product, release, and customer needs.
- Establish and evolve documentation governance, including content standards, release processes, peer review, publishing workflows, reusable content, and cross-functional documentation practices.
- Drive key aspects of documentation-platform transformation, including MadCap Flare implementation, content architecture, migration planning, Git workflows, single-source publishing, and Docs Portal strategy.
- Design AI-assisted documentation workflows and automation that reduce repetitive work while maintaining human validation and quality standards.
- Represent Technical Writing across Product, Engineering, Support, Implementation, and other functions to identify documentation risks, improve release readiness, and strengthen documentation's integration into the product lifecycle.
- Lead team execution through prioritization, workload coordination, mentoring, peer review, and quality standards.
- Led the ahead-of-schedule migration and information architecture redesign of 2,500+ topics into Xyleme, improving content structure, scalability, and maintainability.

**ALKAMI TECHNOLOGY**, Remote, Plano, TX **03/2023–03/2024**
**Senior Technical Writer**

- Contributed to 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 usability for data scientists and system administrators.

**DOMINO DATA LABS (continued)**

- Developed a style guide to standardize documentation structure.
- Closed 492 documentation gaps, expanding product coverage and improving the customer documentation 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 improvements and stakeholder alignment while mentoring team members to strengthen ownership and 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 and Subject Matter Expert for ACI's Merchant Fraud product and UP Framework.
- Implemented a Docs-as-Code platform for 450+ users, leading technical implementation, adoption, and training.
- Led user research on installation guides to identify opportunities to improve usability and the customer experience.

**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**

- Contributed to the development of ReD Shield's Customer Service Interface 2, representing the customer perspective in feature design and documentation.
- 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 functionality.

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## 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

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## Education

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

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## Technical Expertise

- **AI & Automation**: AI-assisted documentation workflows, agent design, prompt engineering, automated content review and quality validation; ChatGPT, Gemini, Glean
- **Structured Content & Content Systems**: DITA XML, topic-based authoring, content reuse, single-source publishing, CCMS; MadCap Flare, Xyleme, SDL CMS, Bluestream CMS, Oxygen XML Editor, XMetaL
- **Docs-as-Code & Source Control:** Git, Markdown, Bitbucket, CI/CD, Vale
- **API & Developer Documentation:** REST APIs, Swagger/OpenAPI, Postman, SDK documentation
- **Knowledge & Enterprise Platforms:** Jira, Confluence, SharePoint, ServiceNow
- **Design & Visual Tools:** Figma, Visio, Snagit
- **Domain Expertise:** Fintech, digital banking, payments, identity and risk, SaaS