

# Edward J. Grzetich

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Fort Wayne IN

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## Summary of Qualifications

Writing: 21 years; Editing: 9 years; XML: 9 years; Leading 8 years

## Summary of Skills

XML; HTML; CSS; collaborative development; SaaS; version control; docs-as-code; Agile

## Career

### Content Strategy Analyst II

July 2021 to present  
Preferred Resources Inc. for Mastercard

Produced bulletin announcements containing accurate, clear, and timely technical and operational information that customers need to do business with Mastercard. Cooperated with internal partners to understand the needs of stakeholders and developed flexible and reusable content to support core and emerging products and services. Facilitated translations of content produced.

### Freelance Technical Writer

August 2020 to June 2021

Developed user-support information for electronic health record (EHR) software as a service (SaaS) product. Produced new topics and edited existing topics for online product documentation, managed in a version control system and delivered as HTML via markdown files on a lightweight Web server. Wrote voiceover scripts for product demonstration videos.

### Senior Advanced Technical Writing Specialist

January 2017 to June 2020  
General Dynamics Mission Systems

Planned and led efforts to develop technical manuals for hardware and software programs for domestic customers from kick-off to final delivery, including organizing and participating in interim progress reviews and validation and verification events. Wrote operational and maintenance information from draft through delivery according to Technical Documentation Services standards.

### Technical Writer Staff

November 2003 to January 2017  
General Dynamics C4 Systems

Developed technical manuals, software user manuals, help systems, API documentation, and software description documents as contract deliverables for domestic and foreign customers from proposal through verification. Managed schedule and budget in a cost accounting system, estimated new work, managed team workload, and assured deliverables produced on time and according to requirements and specifications.

### Publications Specialist

April 2003 to November 2003  
General Dynamics C4 Systems

Worked as a member of the Technical Communications team to develop and maintain software user manuals, help systems, API documentation, and software description documents as contract deliverables for domestic and foreign customers. Created, maintained, and documented templates for use with Adobe *FrameMaker*, Quadralay *WebWorks Publisher Pro*, and Omni Systems *Mif2Go*. Also developed and maintained internal procedures for work processes for ISO 9001 compliance.

### Process Manager

June 2000 to September 2002  
Lincoln Reinsurance

Researched, developed, and maintained technical processes and documentation for Technical Support and Information Systems areas. Initiated, researched, developed, and led training classes. Represented Technical Support team in change control board meetings. Maintained knowledgebase for Technical Support area. Maintained intranet site for Technical Support area.

## Education

### Indiana University

Master of Arts, 2005  
Concentrations in Communication and English

### Columbia College Chicago

Bachelor of Arts, 1996, Cum Laude  
Concentration in Acoustics