

MARK RICCI

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MAKING THE X BETTER FOR USERS THROUGH WRITTEN AND SPOKEN CONTENT

I am a writer, trainer, and voice talent with experience across multiple industries from gaming to defense to financial services. My particular skills and interests are in presenting and communicating a variety of information and concepts to diverse audiences at all levels of organizations through narration, documentation, and training. I have a history of management success in expanding team skills in group and one-on-one settings while also mentoring and developing company-wide staff. I have been an influential leader in championing new approaches, and I assist in the transitions by engaging management and individual members.

PROFESSIONAL EXPERIENCE

ORACLE, Austin TX

June 2019–July 2023

Technical Writer/Instructional Designer

KEY ELEMENTS: DOCUMENTATION AND STANDARDS, INSTRUCTIONAL DESIGN, NARRATION, SALES ENABLEMENT

Technical writing and instructional design of manager and sales enablement training presentations, materials, and tools to ensure instructional soundness and adherence to standards and corporate branding. Consistently added innovative elements to presentations and materials to enhance learning and the user experience.

- Worked closely with content creators on instructor-led and electronic training utilizing skills and experience as a trainer and advanced use of presentation, graphics, video, and audio applications.
- Narrated training and information videos, and edited, rewrote, and reviewed scripts and training videos.
- Conducted regular training presentations to team members on a variety of topics ranging from application usage and techniques to presentation elements and methods.

CSRA/GENERAL DYNAMICS IT, Menands NY

December 2011–June 2018

Technical Writer Manager

KEY ELEMENTS: MANAGING, TRAINING AND ASSESSMENTS, DOCUMENTATION AND STANDARDS, HEALTHCARE, HIPAA

Managed a team of technical writers for the NYS Medicaid Fiscal Agent software development group including editing and direction of assignments, documentation standards, and administrative tasks. Developed and presented training materials for internal and external audiences.

- Conducted ongoing training sessions with the technical writing team covering technical writing, associated tools, and other topics based on both business requirements and individual assessments.
- Produced general documentation and responses to customer inquiries, as well as online help and on-screen text for web-based projects developed under Agile.
- Provided individual and group training, and mentored less experienced staff.

GLOBAL CREDIT SERVICES, New York NY

June 2008–December 2011

Technical Writer/Trainer

KEY ELEMENTS: TRAINING ON-SITE AND REMOTE, ONLINE HELP, DOCUMENTATION, USER CONTACT, FINANCIAL SERVICES

Trained users and conducted sales demonstrations using web conferencing, on-site client visits, and presentations at trade shows. Wrote product and company materials and communications.

- Produced online help using Madcap Flare, quick reference guides, marketing materials, and proposals.
- Narrated training videos and edited/revised scripts.
- Maintained social media presence and contact with the user base for product announcements and upgrades, and was the bridge between users and developers to communicate concerns and issues.
- Tested system operation and upgrades, managed the company website through a CMS, provided usability changes and improvements for functions and reports, and wrote requirements for new features.

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SUBCONTRACTOR, Waterford NY

October 2007–June 2008

Technical Writer

Worked on small independent contracts providing technical writing and content development.

DOCUMENTATION STRATEGIES, Rensselaer NY

June 2006–October 2007

Technical Writer/Trainer

KEY ELEMENTS: TRAINING, ONLINE HELP, DOCUMENTATION, VIDEO TUTORIALS, GOVERNMENT CONTRACTING

Contract with a New York State agency to train users and create online help systems for a new web application to be used by state agencies and their vendors.

- Created and conducted training sessions and demonstrations, and wrote system documentation.
- Produced multiple online help systems using Madcap Flare, and video tutorials including voicework.

GENERAL DYNAMICS, Pittsfield MA

December 2004–June 2006

Senior Specialist - Technical Writing

KEY ELEMENTS: DOCUMENTATION, DEFENSE

Wrote and edited paper and online training documentation, and maintenance procedures.

COMMERCEHUB, Albany NY

July 2003–December 2004

Technical Writer

KEY ELEMENTS: ONLINE HELP, DOCUMENTATION, VIDEO TUTORIALS, ECOMMERCE

Created multiple online help projects using RoboHelp and video tutorials using Captivate for a web-based retail supply chain management system.

- Customized the help projects to the configuration for each retailer's installation and included descriptions, examples, animated gifs, and PDFs.
- Wrote and edited user documentation, product updates, state diagrams, and technical specifications.

SKILLS AND APPLICATIONS

- Technical Writing
- Training and Development
- Voiceovers
- Manager
- Mentoring and Coaching
- Online Help/On-screen Text
- Presentations
- Course/Curriculum Creation
- User Manuals
- Quick Reference Guides
- Public Speaking
- Customer Relations
- Certified ScrumMaster
- Microsoft Office
- Adobe Creative Cloud
- Visio
- Articulate 360

EDUCATION

BACHELOR OF ARTS (BA), Geography/Minor in Computer Science

University at Albany, State University of New York

CERTIFICATIONS

CERTIFIED SCRUMMASTER, Scrum Alliance

Certificate ID 000704038, Issued October 2017