

# MARK RICCI

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## TRAINER | WRITER | MANAGER

With a background in training, writing, and management, I am adept at presenting and communicating a variety of information and concepts to diverse audiences at all levels of organizations. 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 transitions by engaging management and individual members. The companies I have worked for are from industries such as government contracting, financial services, electronic commerce, entertainment, gaming, and hardware and software production.

### SKILLS AND APPLICATIONS

- Technical Writing
- Training and Development
- Online Help/On-screen Text
- Presentations
- Course/Curriculum Creation
- User Manuals
- Quick Reference Guides
- Voiceovers
- Public Speaking
- Customer Relations
- Team Leadership
- Mentoring and Coaching
- Certified ScrumMaster
- GoToMeeting/WebEx
- TeamViewer
- Microsoft Office
- Acrobat Pro
- Visio
- Illustrator
- Articulate 360
- Camtasia

### PROFESSIONAL EXPERIENCE

**CSRA/GENERAL DYNAMICS IT, Menands NY**  
**Technical Writer Manager**

**December 2011–June 2018**

***KEY ELEMENTS: TRAINING, TRAINING ASSESSMENTS, DOCUMENTATION, DOCUMENTATION STANDARDS***

Managed a team of technical writers including editing and direction of assignments, documentation standards, and administrative tasks. Developed and presented training materials for internal and external audiences.

- Upgraded the skillset of the technical writing team by conducting ongoing training sessions covering technical writing, associated tools, and other topics based on both business requirements and individual assessments.
- Successfully led the team in producing semi-annual documentation deliveries and general documentation for projects and internal efforts.
- Wrote online help and on-screen text for web-based projects developed under Agile and provided Agile training and transition assistance.

**GLOBAL CREDIT SERVICES, New York NY**  
**Technical Writer/Trainer**

**June 2008–December 2011**

***KEY ELEMENTS: TRAINING ON-SITE AND ONLINE, DOCUMENTATION, TRAINING VIDEOS, USER CONTACT***

Partially remote position working off-site one to two days per week. Performed multiple roles of writing and training along with design, testing, and general support. Trained users and conducted sales demonstrations using web conferencing, on-site client visits and trade shows.

- Produced documentation including online help, quick reference guides, marketing materials, and proposals.
- 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.
- Narrated training videos and edited/revised scripts.
- Managed and added content to the company website through a CMS.
- Tested system operation, upgrades and integrations, provided usability changes and improvements for functions and reports, and wrote requirements for new features.

**SUBCONTRACTOR, Waterford NY**  
**Technical Writer****October 2007–June 2008**

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

**DOCUMENTATION STRATEGIES, Rensselaer NY**  
**Technical Writer/Trainer****June 2006–October 2007****KEY ELEMENTS: TRAINING, DOCUMENTATION, VIDEO TUTORIALS**

Trained users and created online help systems for a new web application for a New York state agency.

- Conducted interactive and hands-on training sessions, and demonstrations.
- Created multiple online help systems using Flare and produced video tutorials including voicework using Mediasite from Sonic Foundry.
- Wrote electronic and paper documentation.

**GENERAL DYNAMICS, Pittsfield MA**  
**Senior Specialist - Technical Writing****December 2004–June 2006****KEY ELEMENT: DOCUMENTATION**

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

**COMMERCEHUB, Albany NY**  
**Technical Writer****July 2003–December 2004****KEY ELEMENTS: DOCUMENTATION, VIDEO TUTORIALS**

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 update bulletins, state diagrams, and specifications.

**ADDITIONAL EXPERIENCE****NITORUM CORPORATION, Norwalk CT**  
**Training Specialist/Sales Support****May 2000–March 2001****KEY ELEMENTS: TRAINING, DOCUMENTATION, USER CONTACT**

Produced and delivered PowerPoint and hands-on training sessions at customer locations for all levels of users including administrative assistants, employment vendors and department vice presidents.

- Implemented training sessions that were tailored for individual user roles.
- Produced documentation that included white papers and other submissions.

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

University at Albany, State University of New York