

# MARK RICCI

Salem VA  
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markricci.tech

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## MAKING THE X BETTER FOR USERS THROUGH WRITTEN AND SPOKEN CONTENT

I am a technical writer, trainer, and narrator plus a few other things. My role in organizations is to provide high quality output in multiple ways that vary depending on the organization's needs but always with the goal of ensuring the best user experience—the X—for its users. I have accomplished this in industries that include federal and state contracting for defense and healthcare, financial services, gaming, and sales enablement using a variety of skills, tools, and applications. In addition to my customer-facing roles, I also work within organizations as a SME and mentor to strengthen and build teams and individuals.

## PROFESSIONAL EXPERIENCE

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### DSI, Westerville OH

March 2024–Present

#### Professional Technical Writer

**KEY ELEMENTS: DOCUMENTATION AND STANDARDS, INSTRUCTIONAL DESIGN, WEB DESIGN, MEDICAID, HIPAA, 508**

Technical writing, instructional design, and web design for the Ohio Medicaid system.

- Designing training and curriculum for new payment model system.
- Performing 508 compliance and remediation.
- Designing landing pages and user interactions for new websites.
- Writing and maintaining documentation, graphics, and business diagrams.

### 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 job aids to ensure they were instructionally sound, technically accurate, clear, and adhered to standards and corporate branding. Consistently added innovative elements to PowerPoint presentations and materials such as interactive PDFs to enhance learning and the user experience.

- Collaborated with content creators and subject matter experts on instructor-led and electronic training.
- Narrated training and information videos, and edited, rewrote, and reviewed scripts and training videos.
- Revised a [graphic using 508 compliance tools](#) to be color-blind-friendly and branding-compliant which enabled a colorblind learner to fully experience and participate in management training.
- Reviewed and copyedited team and department materials, and standard operating procedures (SOP).
- 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 DEVELOPMENT, DOCUMENTATION AND STANDARDS, MEDICAID, HIPAA**

Managed a team of technical writers for the NYS Medicaid Fiscal Agent software development group. Developed and presented training materials for internal and external audiences.

- Successfully directed the semi-annual preparation and publication of the NYS Medicaid technical documentation deliverable covering its multiple subsystems plus related programs such as MEIPASS (EHR).
- Prepared instruction manuals and technical reports, responses to customer inquiries, online help and on-screen text for web-based projects developed under Agile Scrum.
- Worked on proposals, responses to customer inquiries, and conducted regular training of the documentation team and other groups.

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## **GLOBAL CREDIT SERVICES, New York NY**

**June 2008–December 2011**

### **Technical Writer/Trainer**

*KEY ELEMENTS: ON-SITE/REMOTE TRAINING, ONLINE HELP, DOCUMENTATION, CUSTOMER CONTACT, FINANCIAL SERVICES*

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

- Produced online help using Madcap Flare, user guides, marketing materials, and proposals.
- Narrated training videos and edited/revised scripts.
- Collaborated with technical staff to produce material that was understandable by non-technical customers.
- Social media presence and communicator with user base for product announcements.

## **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 narration.

## **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.
- Wrote and edited user documentation, product updates, state diagrams, and technical specifications.

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## SKILLS AND APPLICATIONS

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- Technical Writing
- Training and Development
- Voiceovers
- Knowledge Acquisition
- Managing and Team Building
- Mentoring and Coaching
- Customer Relations
- Course/Curriculum Creation
- User Guides
- Instruction Manuals
- Software Documentation
- Online Help/On-screen Text
- Presentations
- Review and Copyediting
- Microsoft Office
- Adobe Creative Cloud
- Agile Scrum
- Confluence/SharePoint
- Medicaid
- HIPAA
- 508 Compliance

## EDUCATION

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

University at Albany, State University of New York