KEN SULLIVAN

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SENIOR TECHNICAL WRITER | PROJECT MANAGER

Results-driven and accomplished professional with extensive industry experience in technical writing and content management. Proven success in video production, project planning, and AI prompt engineering and skilled at empowering users through documentation, video, and structured authoring. Adept at working with senior engineers, managers, and executives on high visibility projects. Clear communicator who builds partnerships with peers, clients, and stakeholders to achieve departmental and organizational goals.

KEY SKILLS

Content Management | RoboHelp | MadCap Flare | Agile | XML | Adobe Creative Cloud | SME Collaboration | AI | After Effects | Animation | Camtasia | Captivate | Microsoft Office | Rewriting SME Content | SharePoint | Slack | Structured Authoring | Videography | Project Management | XML Systems Development and Implementation | Enterprise Content Management

PROFESSIONAL EXPERIENCE

Sealed Air Corporation | Ayer, MA   **2024 - 2025**
SENIOR TECHNICAL WRITER
Created User Manuals, Operator Guides, procedures, internal and customer documentation in the manufacturing industry.
- Completed time-critical projects crucial to operations, sales, and customer success.
- Collaborated directly with senior engineers, managers, and assemblers to produce new documentation and revamp illustrations.

Hewlett Packard Enterprise | Andover, MA   **1997 - 2023**
VIDEO | MULTIMEDIA PRODUCER
- Built a video production studio from the ground up to produce live action and whiteboard videos for the entire Services division including C level executives.
- Worked directly with VPs and the Company's most senior experts including Distinguished Technologists.
- Created videos to explain Expert Services options to customers.
- Created videos to train the workforce and explain major concepts such as the Company's transition to the Private Cloud SaaS business.

DOCUMENTATION LEADER | PROJECT MANAGER
- Designed and produced deliverables for consulting missions to save customers in jeopardy of cancelling their accounts.
- Led teams of 5-10 senior engineers to document consulting missions that transformed customers from experiencing thrashing and downtime into stable consumers of the Company's goods and services.
- Produced written and multimedia projects used to train the entire division on tools, processes and concepts.
- Familiar with Agile methodology and software development.

MANAGING EDITOR
- Empowered senior technologists and executives to communicate to customers and corporate audiences.
- SME for all content in my division.
- Managed a technical publishing enterprise for the Services group to support customer retention and satisfaction.
- Created the entire Tech Com facility for the HPE Expert Services division.
- Evolved content tools from paper-based production to managed content, multimedia, and team authoring.
- Transformed DITA XML via Oxygen XML editor and custom tools to streamline production and expand output options.
- Produced customized training materials for senior engineers. Advanced user: MadCap Flare / RoboHelp.
- Implemented an enterprise CMS in SharePoint Office 365 platform to enable content reuse, accuracy, and availability.
- Responsible for the rollout and training across all Engineering groups in multiple countries.

Advanced Medicare and Medicaid Billing | Boxborough, MA   **2004 - 2013**
TECHNICAL WRITING CONSULTANT
- Produced user documentation for the Home Healthcare Management provider who had the highest success rate in the industry for processing Medicare and Medicaid claims.
- Collaborated with software architects, managers, and graphic artists to produce user and Marketing content.

ADDITIONAL RELEVANT EXPERIENCE

TECH PUBS MANAGER   CSPI/Scanalytics | Billerica, MA
SENIOR WRITER   ECRM | Tewksbury, MA
TECHNICAL WRITER   Nova Biomedical | Waltham, MA

EDUCATION

Master of Technical and Professional Writing (MTPW)   Northeastern University | Boston, MA
Bachelor of Science (BS) in Management Information Systems (Cum Laude)   University of Massachusetts | Lowell, MA

CERTIFICATIONS AND TRAINING

AI and Career Empowerment Certification   University of Maryland
ITIL 4 Certification   ITIL
Information Design, Certificate Program   Carleton University's Sprott School of Business
Multimedia Production, Certificate Program   University of Massachusetts