Ryan Sternberg

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Technical Writer

Technical Writer with 10 years of experience in content creation for medical devices, power generation, and oil and gas equipment, helping to increase product knowledge and safety. Proficient in publishing for FDA regulation and ISO standards, as well as using project management tools for technical and instructional content design.

WORK EXPERIENCE

Mayo Clinic • United States • 07/2021 - Present
Technical Writer

- Write, edit, and proofread publications, Mayo Clinic SOPs, brochures, articles, proposals, manuals, design documents, data reports, event materials, announcements, and web content.
- Consult with document stakeholders (engineers, physicians, support staff) to discuss requirements and style for projects. Increased instructional document production by 80%.
- Used Microsoft Teams and Google Workspace to manage project workflow, collaboration. and customer feedback. Maintained versioning control in SOLIDWORKS PDM database.
- Use Microsoft 365 and Teams to manage content in a collaborative cloud environment. Maintained versioning control in both Microsoft SharePoint and SOLIDWORKS PDM database.

Vive Health • 04/2019 - 07/2021
Technical Writing Consultant

- Served as remote technical writer, tasked with creating content to support Vive Health content strategy on new product feature launches. Led research and planning of documentation.
- Worked with engineers and product specialists to create effective technical instruction, managing multiple projects using Atlassian Trello.

Boston Scientific • Greater Minneapolis-St. Paul Area • 01/2016 - 04/2019
Technical Writer II

- Created, updated, edited, and managed Instructions for Use (IFUs), labeling, and patient manuals using Arbortext Editor, Windchill Content Management System, Jira, Adobe InDesign, and Adobe FrameMaker.
- Attention to strict FDA regulation, ISO standards, and internal protocols as they relate to printed content. Exercised communication skills for developing content.
- Reviewed and aligned medical device labeling redlines and regulatory submission label samples against MDR regulations checklists, ensuring 100% compliance and accuracy.

Cummins Power Generation • **Greater Minneapolis-St. Paul Area** • **07/2012 - 01/2016**
Technical Writer

- Create, update, and edit operator, installation, service, and parts manuals using Interleaf/BroadVision QuickSilver XML Editor and SaaS-based DocZone Dita Publisher.
- Represent the Service Information department as lead writer, managing project requirements through the different stages of product introduction.

CETCO Oilfield Services • **Lafayette, Louisiana Area** • **01/2012 - 05/2012**
Technical Writer (contractor)

- Hired on a contract basis to develop company SOPs for the Filtration, Pipeline, and Well Testing divisions.
- Led the transition from Microsoft Word to MadCap Flare V8.

Southwest Airlines • **Dallas/Fort Worth Area** • **09/2011 - 12/2011**
Technical Writing Intern

- Worked on several Federal Aviation Administration (FAA) approved and accepted manuals.
- Edited manuals for various departments using Adobe FrameMaker 7.2, 8.0, Arbortext XML Editor, and TechSmith Snagit 10.

EDUCATION

Bachelor of Arts in English
Louisiana State University • 01/2008

Master of Arts in English, Technical and Professional Writing
Southeastern Louisiana University • 01/2009 - 12/2014

CERTIFICATIONS

Certified Foundation • 10/2015
APMP

SKILLS

Adobe Acrobat, Adobe Creative Suite, Adobe Design Programs, Adobe Illustrator, Arbortext, Arbortext Epic Editor, BroadVision QuickSilver, content design, content developer, Content Management, Content Management Systems (CMS), Copywriting, Corel Designer, Corel Draw, Customer Service, DITA, Documentation, DocZone, editing, Editing, editorial, English, FrameMaker, Github, InDesign, Instructional Design, Interleaf, MadCap Flare, Management, Manuals, Microsoft 365, Microsoft Office, Microsoft PowerPoint, Microsoft Word, Online Help, Process Improvement, Project Management, Proofreading, Publishing, Search Engine Optimization (SEO), SharePoint, Single Sourcing, SnagIt, Social Media, Software Documentation, Standard Operating Procedure (SOP), Technical Communication, Technical content, Technical Documentation, Technical Editing, Technical Writing, Training, Web Content Writing, Windchill, Writing, XMetal, XML