

# Louis A. Criscuolo

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## Professional Profile

- Technical writer crafting SaaS documentation that boosts product adoption and brand trust.
- User guides, SDK documents, API references, self-paced interactive videos, and AI-powered apps.

## Technical Skills and Core Competencies

- Adobe Audition and Adobe Captivate
- Adobe Illustrator and Adobe Photoshop
- Adobe InDesign
- Adobe FrameMaker and Adobe RoboHelp
- API references
- Atlassian Confluence and JIRA
- Document design and management
- GitBook and Markdown
- Google Analytics
- Paligo and Docbook XML
- SDK manuals
- Supademo self-paced interactive videos
- Style guide development and compliance
- Technical editing
- Technical illustrations
- Technical user guides
- Technical writing
- MindStudio AI Level 3 Certified Developer

## Professional Experience

**YouAi MindStudio AI, contract.** West Hollywood, CA (remote). February 2024 - April 2024.

### Senior Technical Writer

- Designed a comprehensive style guide that improved documentation clarity by **15%**.
- Restructured the [documentation](#), enhancing product usability and user adoption by **12%**.
- Built an AI-powered app that verifies over **90%** compliance with documentation style guides.

**ProcessMaker.** Durham, NC. November 2017 - January 2024.

### Documentation Manager

- Exploded Agile sprint velocity by **20%** through strategic planning and team mentoring.
- Raised team productivity by **10%** with Agile, team-building, and morale-boosting workshops.
- Tracked [documentation](#) user metrics in Google Analytics to achieve a **15%** engagement increase.
- Increased adoption of key product features by **10%** by integrating documentation to Intercom.
- Diminished Support tickets **7%** over a period of one year with improved documentation.
- Designed Supademo videos that showed how to use product features, increasing adoption **15%**.

**Bioclinica, contract.** Durham, NC. June 2016 - May 2017.

### Senior Technical Writer

- Designed the document template and wrote the reference manual for ClinPay, a SaaS enterprise solution clinical trial companies use to automate payment to their vendors.
- Enforced consistency with Bioclinica document style guidelines, improving clarity.

**IBM.** Research Triangle Park, Durham, NC. May 2015 - May 2016.

### Senior Technical Writer

- Analyzed usability of IBM Marketplace competitors' documentation.
- Enhanced searchability of Partner Marketplace Release Notes by optimizing content structure.
- Enhanced IBM Partner Marketplace site usability by developing videos on how to register.

**Ascom, contract.** Morrisville, NC. June 2014 - May 2015.

**Senior Technical Writer**

- Improved usability and adoption in Unite Messaging Suite for Healthcare middleware documentation.
- Boosted Unite Custom Connect platform's potential by writing SDK documentation.

**McKesson, contract.** Raleigh, NC. September 2013 - January 2014.

**Senior Technical Writer**

- Delivered documentation for healthcare-related SaaS application weeks before schedule.
- Improved SaaS application usability and reliability by testing and identifying numerous defects.

**Ultimus, Inc.** Cary, NC. February 2004 - June 2013.

**Technical Documentation Manager**

- Rose productivity by **10%** with improved team building and mentoring four remote members.
- Improved product adoption by writing online help, user guides, release notes, and the SDK manual.
- Designed instructional videos that integrate with online help and training materials.
- Created marketing brochures that effectively promoted the Ultimus Adaptive BPM Suite.

**Criscuolo Creations and Communications.** Silverthorne, CO. May 2001 - May 2003.

**Independent Freelance Draftsman**

- Designed patent and trademark drawings per U.S. Patent and Trademark Office standards for Oppedahl and Larson LLP patent law firm.

**National Instruments Corporation.** Austin, TX. January 1997 - April 2001.

**Documentation Specialist**

- Designed layouts for technical documentation and training manuals while editing for style, grammar, consistency, and audience.
- Built interactive PDFs for distribution to print vendors, CDs, and the Internet.
- Designed multimedia applications, including PDF-based document loaders and promotional videos.

## Professional Awards

**Society for Technical Communicators (STC).** Awarded excellence in documentation for PDF-based documents *TPInfo* (twice) and the National Instruments LabVIEW Documentation Loader.

## Certifications

**The Upgrade.** Level 1, 2, and 3 MindStudio AI Developer certified.

**Lynda.com.** "Learn API Documentation with JSON and XML".

## Education

**Bachelor of Arts.** University of New Mexico, Albuquerque, NM.

**Major:** English: Professional Writing Concentration

**Minor:** Interpersonal Relations

## Featured Work Samples

- **ProcessMaker documentation:** <https://docs.processmaker.com/>
- **MindStudio documentation:** <https://docs.youai.ai/youai>