

# SUSAN ANKUDAVICH

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## CAREER HIGHLIGHTS

Highly skilled in drafting, developing, and delivering body of work to inform, entertain, and educate specific populations. Wrote instructional manuals to operate sophisticated software-driven tools. Experienced in needs analysis and writing persuasive documentation to change existing views and support programs. Developed and presented workshops for aspiring authors. Solid background in satisfying communication needs of a demanding client base. Altered training theory and business practices for global corporation.

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## PROFESSIONAL EXPERIENCE

### **A.A. Grapevine Magazine, New York, N.Y.**

**2004-Present**

#### *Senior Editor*

- Select, edit, develop, and manage all content for the international journal of Alcoholics Anonymous.
- Write news articles and report on events of interest to members within the organization.
- Nationwide presentations included writers' workshops, outreach, and information seminars.
- Oversee content of website and input new monthly additions.
- Drive traffic from print media to website ([www.aagrapevine.org](http://www.aagrapevine.org)) via "On The Web" ads within the magazine.
- Managed Assistant Editor, Art Director, and various part-time employees.
- Write monthly articles to better enable recovering alcoholics to practice twelve-step program.
- Select and edit additional departments, P.O. Box 1980 and Ham on Wry, within the magazine.
- Promoted three times in a three-year period.

### **Nikon Corporation, Melville, N.Y.**

**1998-2003**

#### *Writer Specialist, Software Department, Technical Documents*

- Wrote entire body of user guides for all equipment manufactured by software department.
- Identified gaps and discrepancies in user knowledge by applying varied investigative techniques to re-occurring issues.
- Closed gaps in user knowledge using written information, oral presentations and informal question and answer sessions.
- Scrutinized existing information and re-wrote it into comprehensible and user-friendly documents.
- Kept management and clients informed of new developments in technology and classified areas of future concern.
- Wrote trouble-shooting procedures and service manuals for staff use.
- Checked extant documentation for discrepancies and performed major editing on existing documentation.

#### *Program Specialist, Microelectronics Systems Department, Service and Training*

- Drafted new body of work to support training and built grassroots training department for semiconductor side of company.
- Wrote entire library of training materials using Instructional Systems Design (ISD) military model.
- Identified needs for internal and external workforce servicing and utilizing Nikon Optistation Wafer Inspection Equipment.
- Implemented learning program that led to multi-million dollar purchase agreement from major microprocessor manufacturer.
- Communicated need and persuaded Nikon management to implement performance-based training practice in order to better educate workers and increase effectiveness within working environment.

### **Kings Park Central School District, Kings Park, N.Y.**

**1993-1997**

#### *English Teacher*

- Developed and taught Language Arts curriculum for a wide variety of students.
- Guided students in acquisition of hard and soft skills such as word processing, literature analysis, and oral presentation.

## PC Software Skills

Adobe FrameMaker, Adobe Acrobat Writer, Visio, SnagIt Screen Capture, Microsoft Office Suite

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## MAC Software Skills

Quark Xpress, Adobe InDesign

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## EDUCATION AND AWARDS

### **STATE UNIVERSITY OF NEW YORK AT STONY BROOK, STONY BROOK, NY**

Bachelor of Arts Degree in English, Phi Beta Kappa, *magna cum laude*, 1993

New York State Teacher Preparation Program, Provisional Certification, 1993