

**Brett Peruzzi**  
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## **SUMMARY**

Highly-experienced writer, editor, and manager, skilled at creating technical documentation, marketing and publicity materials, and social media content. Have taught technical communication at the university and continuing education level; frequent presenter at Society for Technical Communication conferences. Widely-published freelance journalist.

## **PROFESSIONAL EXPERIENCE**

### **Founder and Principal**

**2019 – Present**

*Peruzzi Communications, Framingham, MA*

- Freelance writer and editor, specializing in technical product documentation, standard operating procedures, marketing materials, publicity, social media, and training.

### **Product Manager**

**2017 – 2018**

*Bank of New York Mellon, Westborough, MA*

- Product manager for two of the company's digital archival and business intelligence/data analytics software solutions.
- Manage product development, client implementations, marketing, and support.
- Also responsible for creation and maintenance of all user documentation and training materials for the products, including e-learning courses.

### **Documentation & Product Manager**

**2010 - 2017**

*Bank of New York Mellon, Westborough, MA*

- Responsible for managing a team of technical writers across various locations that created and maintained software documentation for numerous product lines, including mainframe, client/server, and web-based applications. Served as technical editor for all published content to ensure quality and consistency.
- Also served as product manager for two of the company's digital archival and business intelligence solutions, managing product development, client implementations, marketing, support, training, and user documentation.

**Senior Documentation Manager** 1999 – 2010

*PNC Global Investment Servicing, Boston, MA*

- Managed a team of technical writers across various locations that created and maintained software documentation for numerous product lines, including mainframe, client/server, and web-based applications. Also served as technical editor, principal writer, and content management system administrator.

**Editor-In-Chief** 1991-2000

*Yankee Brew News, Boston, MA*

- Had full editorial responsibility for a bi-monthly (circulation 50,000) consumer/trade publication covering the New England craft brewing industry.
- Recruited and managed team of reporters, conceived, assigned, and edited stories, wrote news and feature stories, columns, and reviews, took photos, proofread page galleys prior to printing.

**Documentation Manager** 1992-1999

*First Data Corporation, Boston, MA*

- In addition to technical documentation responsibilities, wrote and edited numerous marketing communication pieces. Created company's first intranet site. Introduced web platform as primary documentation delivery method.

**Documentation Manager** 1989-1992

*American Express Information Services, Boston, MA*

- Responsible for leading a documentation team that created a large scale (several thousand individual topics) help facility that won two awards; one from American Express, and another from the Society for Technical Communication.

**Technical Writer/Senior Technical Writer/Documentation Manager** 1986-1989

*The Boston Company, Boston, MA*

- Progressed from entry-level technical writer, to senior technical writer, to documentation manager, in three years. Wrote articles and a regular column for company newsletter. Also created and delivered classes in business and procedure writing.

**Freelance Writer and Editor** 1982-present

*Greater Boston, MA area*

- Journalist published in a variety of regional and national publications, including the Boston Globe, Boston Herald, Boston Software News, Book Page, Brand Week, The Dollar Stretcher, All About Beer Magazine, and others
- Consultant providing technical and marketing writing and editing services to businesses

- Poet and creative non-fiction writer published in over a dozen literary journals

## **PROFESSIONAL MEMBERSHIPS/SERVICE**

*Society for Technical Communication, New England Chapter*

- Senior Member
- Publications Competition Judge
- Conference Presenter
- Career mentor

## **EDUCATION**

### **Certificate in Project Management**

Boston University, Boston, MA

### **Master's in Technical and Professional Writing**

Northeastern University, Boston, MA

### **Bachelor of Arts in English, Magna Cum Laude**

Bridgewater State College, Bridgewater, MA