Ravi Kiran k c

Technical Writer and Full Stack Developer
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OBJECTIVE

I have 5 plus years of experience as a technical writer for software products and I am currently Pursuing a Full Stack Development skill from Guvi. I'm looking for a position in a fast-paced development environment where I can use my technical skills to work on projects that have technical challenges as an individual and team member.

PROFESSIONAL SKILLS

- Five and half years of experience as a technical writer and editor for software products, academic books, and journals and Three and Half years of experience in marketing (Nontechnical)
- Experience in Technical documentation such as user guide, installation guide, configuration guide, getting started guide, online help manuals, API document, and training materials
- Have good understanding and knowledge of the principle of **DITA** and Structured **FrameMaker**
- Hands on Experience in **Madcap Flare**
- Creating the script for Videos
- Experience in creating the videos for software applications using **Camtasia**
- Experience in **Jira**, **Bitbucket** and **Confluence**
- Confident and comfortable in interacting with clients, SMEs to gather inputs.
- Understand the **SDLC** and **DDLC**
- Ability to work with **Java Script**, **HTML**, **CSS**, **NodeJS** and **JSON**
- Adopted **Agile Methodology**

TECHNICAL SKILLS

- Authoring tools   : MS Word, Adobe FrameMaker - 2012, Madcap Flare - 2017
- Online Help Tools   : RoboHelp
- Capturing Tools   : SnagIt, Snipping Tool, Mathpix
- Video Tools   : Mimic, Camtasia
- API Testing   : Postman
- Other Tools   : Jira, Confluence, Bitbucket, Github, WordPress, Notepad ++
- Front End   : HTML, CSS, (Rest)APIs, JavaScript, React
- Back End   : NodeJS, Visual Studio Code

HCL Technologies, Bangalore — *Lead Engineer* (July 2021 – Present)
Project: - Honeywell Documentation, Client: - Honeywell

Product Support: Editorial work on already created user manuals, installation guides, troubleshooting manuals, API documents, etc. plus handling product-related queries from global clients and giving them on-time resolution.

Responsibilities included:

- Working on multiple projects of Honeywell such as PAR, PSA, Optivision and Honeywell Forge API
- Participating in all PI plan, sprint meetings, and daily standup meetings to understand the project.
- Interviewing SMEs, developers, and project manager to gather information and understand the project.
- Updating the configuration guide, user guide, installation guide, integration guide, API documentation, and release notes.
- Creating home page for online help files using HTML, JavaScript, and CSS.
- Creating videos for multiple projects.
- Publishing guides and creating online help files.

Skills: JavaScript, CSS, HTML, Confluence, Notepad++, Jira, Madcap Flare, Mimic, Postman

Hetero Healthcare, Bangalore — *BDM* (Feb 2020 – June 2021)

- Editing and rebranding the PPT, USP, training materials, and web contents for the marketing team
- Working closely with internal teams and sales to determine the functionality and design features of the product
- Tracking the sales figure, handling product-related queries from global clients, and giving them on-time resolution

Zydus, Bangalore — *Executive* (March 2018 – July 2019)

- Working in collaboration with the marketing coordinator to set up and manage email campaigns and manage the contact list through valuable segmentation
- Tracking the sales figure, handling product-related queries from global clients, and giving them on-time resolution

Emcure, Bangalore — *TM* (Jan 2017 – Feb 2018)

- Measure brand awareness and perception and ensure clear, actionable data and feedback to evaluate campaigns and inform future initiatives
- Creating and executing brand marketing campaigns

MPS Ltd, Bangalore —*Junior Technical Editor/ Writer* **(Feb 2013 – Oct 2016)**
Project: - Elsevier Documentation, Client: - Elsevier

Responsibilities:

- Rewriting, editing, and updating the scientific information content according to the set standards regarding order, clarity, conciseness, style, and terminology
- Quality review of the final product as per the checklist
- Publishing guides and creating online help files using Adobe FrameMaker and RoboHelp

EDUCATIONAL QUALIFICATION
- **MCA (Master of Computer Application)** from Karnataka State Open University in 2015
- **B.Sc.** (**Computer Science**) from Bangalore University in 2012.

CERTIFICATION
- Pursuing Professional Full Stack Developer in (Nov-2023 to Feb- 2024)
    - IIT - Guvi, Madras.
- Certified API Technical Writing: Rest API in 2019
    - Udemy, Online Course.
- Certified Professional Technical Writing in 2015
    - System Domain, Bangalore.

ACHIEVEMENTS
Received appreciation from clients and cross-functional teams.

Date:
Place: Bangalore   [**Ravi Kiran KC**]