Ravi Kiran K C

Technical Writer

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OBJECTIVE

A passionate, disciplined and efficient technical writer. I'm seeking a position in a fast-paced development environment where I can use my technical writing 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**
- 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 JavaScript, HTML, and JSON

TECHNICAL SKILLS

- Authoring tools   : MS Word, Adobe FrameMaker - 2012, Madcap Flare-2017
- Online Help Tools   : RoboHelp
- Scripting Tools   : Dreamweaver, Notepad++
- Capturing Tools   : SnagIt, Snipping Tool, Mathpix
- Video Tools   : Camtasia
- Other Tools   : Jira, Confluence, Bitbucket, Adobe Photoshop, WordPress
- Other Skills   : Java, HTML, CSS, (Rest)APIs,

WORK EXPERIENCE

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

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

#Project 1: Honeywell Forge API for connected Building (June 2023 – present)
Responsibilities included:

- Working with the product manager to understand the project
- Interviewing engineers to gather information on the functionality of software
- Understanding the OAuth 2.0 protocol and Bricks schema
- Testing REST API methods, tokens, and creating coding snippets using Postman
- Publishing guides and creating online help files using Confluence, Notepad++, Snipping, and Madcap Flare

#Project 2: Production Accounting Reconciliation
Description: Honeywell Forge Production Accounting and Reconciliation is a process of measuring, validating, reconciling, and publishing accurate and reliable balanced facility production data. This is the most time-consuming process within the oil and refinery processing, due to its complex production process, individual dependent decisions, information silos in a various spreadsheet, and integration and maintenance of legacy applications.
Responsibilities included:

- Interviewing SMEs to gather information and understand the project.
- Updating the configuration guide, user guide, installation guide, integration guide, and release notes for PAR
- Publishing guides and creating online help files using Confluence, Notepad++, Snipping, and Madcap Flare

#Project 3: Process Safety Analyzer
Description: Safety System or Distributed Control System (DCS) monitors the process in a plant system continuously and takes the appropriate corrective action. Sensors (such as gas detectors, fire sensors, pressure switches) mounted in the field act as "Causes" that detect and trigger the corrective actions through control strategies built in the Safety System or DCS. These control strategies drive the corresponding final control elements or safety elements which are called "Effects" (such as relief valves, blowdown valves, dampers, breakers, and so on). These final control elements are moved to desired safe state one by one and the entire plant can be shut down by cutting down the process flow. This ensures that the process does not lead to a hazardous state. In the Safety System or DCS, the control logic is created by considering the relationship between the Cause and the corresponding Effects which is called "Cause and Effect Matrix" or "C&E Matrix".
Responsibilities included:

- Interviewing engineers and product managers to gather information and understand the project
- Updating the configuration guide, user guide, installation guide, integration guide, and release notes for PSA
- Publishing guides and creating online help files using Snipping, Adobe FrameMaker, and RoboHelp

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
- Ability to handle social media presence, ensuring high levels of web traffic and customers.

MPS Ltd, Bangalore —*Junior Technical Writer/Editor* (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
B.Sc. (**Computer Science**) from Bangalore University in 2012.

CERTIFICATION
- **Certified Professional Technical Writing in 2015**
  - **System Domain, Bangalore.**
- **Certified API Technical Writing: Rest API in 2019**
  - **Udemy, Online Course.**
- **Pursuing Full Stack Java developer since 2022**
  - **Udemy, Online Course.**

ACHIEVEMENTS
 Received appreciation from clients and cross-functional teams.

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