## Anjali Tyagi
### Senior Technical Writer/Information Developer/ Technical Author

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Nearly 6.8 years of experience in technical product documentation for hardware and software. The professional journey includes User Guide, User Manual, Installation Guide, Configuration Guide, API Documentation, Online Help, Release Notes, How-to-articles, Wiki Articles, FAQs, Case Studies, Videos, and SEO-based Content. I work closely with Business Analysts, Quality Analysts, and Subject Matter Experts (SMEs) to get thorough understanding of product and its features. I am keen to learn new technology, hence, I always put best abilities to understand complex product and then prepare a customer-oriented documentation. Being a technical writer, I have worked in fast-paced Agile environment as well as Waterfall model with an exposure to the structured authoring using DITA.

## PROFESSIONAL EXPERIENCE

### SENIOR TECHNICAL WRITER @RoboticWares Pvt. Ltd. (FarEye)
**ACTIVITIES: (From October, 2018 to Present)**
- Preparing technical documentation working closely with **Developers, Knowledge Management Team,** and **QA**.
- Creating and maintaining technical documentation, engineering documentation, and feature documentation in **Atlassian Confluence**.
- Contributing to develop standard templates applicable for the FarEye Version 2.0 SaaS-based product.
- Creating walkthrough guides for web and mobile application.
- Developing architecture flow diagrams working with senior solution architects.
- Preparing and reviewing company's non-disclosure documents.
- Creating, managing, and reviewing release notes, patch releases and bug fixes.

**ACHIEVEMENTS**
- Have worked with Senior Solution Architects and successfully prepared a standard template which is now used for all new clients of FarEye; got appreciation from the CTO of the company.
- Took a leadership to train new employees in absence of full-time trainer and completed training of 4-5 batches successfully.
- Played a vital role to kick-off FarEye's Learning Management System (LMS).

### SENIOR ASSOCIATE, TECHNICAL WRITER @GlobalLogic
**ACTIVITIES: (From September, 2017 to October, 2018)**
- Developing functional documentation in **Atlassian Confluence** and structured documentation in DITA Oxygen XML Author.
- Preparing and reviewing both print (PDF) and online (web) documentation for software and hardware products.
- Independently working on **FAQs**, **how-to-articles,** and **case study** for Pearson's e-learning products.
- Coordinating with **Developers, Knowledge Sharing teams,** and **QAs** to understand product and to develop and review technical documentation.

- Creating Plant UML diagrams on Confluence.
- Gathering and understanding requirements through JIRA sprint stories for product documentation.
- Developing and reviewing API documentation.
- Collaborating with geographically distributed teams.

**ACHIEVEMENTS**
- Solely worked on NFR documentations (FAQs, how-to-articles, user stories and case studies) and got appreciation from the client.
- Individual contributor in providing training to new teammates.

## TECHNICAL WRITER @FranConnect India Software
**ACTIVITIES: (From August, 2016 to August, 2017)**
- Managing online help and user manuals using **Adobe RoboHelp.**
- Developing **release notes, installation guide** and **product manual**.
- Coordinating with **Development** and **Quality Analyst Team** for better understanding of features/modules and their exact documentation.
- Writing/editing SOP documentation, system manual, API documentation (using Postman), and managing FranConnect's blogs/articles.

**ACHIEVEMENTS**

- Solely streamlined **FC Online Help** from the scratch, using **RoboHelp 2015.**
- Active participant in creating comprehensive training materials.
- Submitted number of bugs in Bugzilla in a Bugathon event and got rewarded.

## SENIOR TECHNICAL WRITER @AFORESERVE LTD
**ACTIVITIES: (From February, 2016 to August, 2016)**
- Managing **user manual, SOP creation,** and **software documentation** for end-to-end users.
- Managing **company blogs** after aesthetic analysis of all events required to showcase along with the information.
- **Product & system documentation** considering all perspectives in mind for simple and quality-based solution delivery.
- Developing **process flow diagrams**.
- UI testing & giving recommendations to make the design better from the user perspective.

**ACHIEVEMENTS**

- Streamlined **5 documentations** from the scratch.
- Handled a team of 3 developers for HRIMS project.
- Played a key role in documenting **Lenovo IMS tool.**

## JUNIOR TECHNICAL CONTENT WRITER @SPARX IT SOLUTIONS PVT LTD
**ACTIVITIES: (From Dec, 2013 to Feb, 2016)**
- Developing SEO-based content for **E-commerce** websites
- Handling www.csschopper.com, www.no-refresh.com,

[www.sparxitsolutions.com](www.sparxitsolutions.com), and [www.theemon.com](www.theemon.com) websites dedicatedly.
- Creating **SEO-based blogs, press release,** and **articles** on different CMSs and PHP Frameworks for online marketing team.
- Coordinating with clients on Skype to know their requirements.
- Preparing documentation for themes & templates built on **HTML** and **WordPress** technologies.

## ACHIEVEMENTS
- Got appreciation email from the company's CTO
- Received 2 rewards and recognition (R&R).

## PROFESSIONAL STRENGTHS

- Sound knowledge of **Adobe RoboHelp 2015, DITA Oxygen XML Author** and **Atlassian Confluence**
- Well-versed with illustration tools such as **SnagIT, Lucidchart, Camtasia**, **Draw.io** and **MS Visio**
- Hands-on experience in **SharePoint** for Knowledge Based article (wiki articles) and RESTful API Documentation
- Knowledge of Microsoft Manual of Style for Technical Publication (**MSTP**) and US English writing
- Have intermediate knowledge of **HTML, CSS, XML,** and **JavaScript**
- Good understanding of **Microsoft Office (Word, Excel, PowerPoint), SDLC, DDLC, CMS**, **JIRA,** and **GIT/GitHub.**
- Good understanding of **MadCap Flare** and **Adobe FrameMaker** authoring tools
- Zeal to adopt the latest technical innovations
- Assured for timely delivery
- Comprehensive problem-solving skills
- Self-starter and always have positive attitude
- Familiarity with **Python**, **MySQL**, **Linux** and cloud computing solutions

## ACADEMIC & PROFESSIONAL DEGREE

- Master of Computer Applications in 2013 from ABES Engineering College, Ghaziabad (U.P)
- Bachelor of Science (B.Sc.) in 2010 from MJP Rohilkhand University, Bareilly (UP)
- Intermediate in 2007 from UP Board
- Matriculation in 2005 from UP Board

## DECLARATION

I hereby declare that all the information mentioned here is correct to the best of my knowledge & belief and I promise to adhere to all the norms laid down by your recognized organization.

## PERSONAL DETAILS

| Date of Birth | : | December 5$^{th}$, 1990 |
| --- | --- | --- |
| Father's Name | : | Virendra Kumar Tyagi |
| Current Address | : | A 006, Golf City Plot 8, Sector 75, Noida (U.P) |

(Anjali Tyagi)