

Ankit Kohli – Information Analyst and Technical Documentation writer

D-34, Lajpat Nagar First, New Delhi - 110024 ☐ ankit12.kohli@gmail.com ☐ +91-9899543652

Skill Summary

A self-directed Information Analyst and coordinator with over 10+ years of experience in project management & coordination, writing procedure documentation, user guides and project communications.

Documentation Types

User Guides, Install Guides, Release Notes, Process Guides, Quick Reference Guides, Service Manuals, Operator Procedures, Load charts, Standards, System Documentation, CMM, SOW, Project proposals, Org. chart, Architecture and circuit diagrams.

Tools

MS Office, MS Visio, Office 365, Snagit, Adobe Frame maker, Arbor Epic text Editor, 3Dvia Composer, SVN, Team Center, SAP, Adobe PageMaker, Tech Illustrator, Solid Works, Smarteam, Adobe Acrobat, ZAMIZ, Canvas, Corel draw, Oxygen Editor, Creo and Inventor, Adobe Illustrator, Confluence and JIRA, WalkMe.

Operating Environments

Windows 7 and windows XP.

Methodologies

XML, DITA, SDLC, DDLC, Agile, ASD STE- 100.

Industry Groups

Software, Electronic Equipment's, Electric Utility, Navy, Heavy Machinery, Manufacturing, SAAS, Artificial Intelligence (AI).

Education/Training

Aircraft Maintenance Engineering (AME) from School of Aviation Science and Technology (Delhi Flying Club), Safdarjung Airport, New Delhi. It is equivalent to B.Tech / BE
B.Sc from IGNOU

Technical Publication training from Aerotech Hyderabad.

In-house Training on Xml and DITA.

Experience

GreyOrange, Gurgaon/INDIA (April 2020 to present) - Assistant Manager (Technical Documentation) – PKE (Product Knowledge Enablement)

➤ Roles and responsibilities:

- Leading a team, preparing their KRA's and review of each team member.
- Collaborated with different R&D teams (Mechanical, Electrical/Electronics, Embedded, UI/UX, Software Development, Software Verification and Product Validation).
- Documents Authored: Datasheet, Installation and Commissioning Manual, User Manual (includes Operator Guide), Process Flows, Manager Dashboard Guide (Admin Console

Guide), Release Notes and Service Manual (Troubleshooting and Preventive Maintenance).

- Organize bi-weekly meetings with Team Manager (PMO) to update status of assigned JIRA tickets and related issues.
- Organize weekly team meetings for process improvements (DDL), templates creation.
- Proposed and implemented the creation of tutorial videos to enhance customer experience and worked in coordination with a video editor.
- Organize and maintain document repository (Master copy and localized) in Confluence and control access for global stakeholders.
- Master documents (XML strings) are written in Simplified Technical English (STE) which are localized by vendors.
- Manage Localization of XML strings and Illustration text. Did product rendering in Inventor.
- Associated with the documentation required for CE and UL Certification.
- Collect feedback (internal and external) to maintain the sanity of the document.
- Organize team trainings to improve skills and learn new technologies.
- Work and Content Management Platforms Used: Confluence, JIRA, PLM, Redmine.
- Tools Used: Oxygen XML, Microsoft Office, Adobe Illustrator, Inventor with Inventor Studio, Creo Parametric.
- Worked on DAP (Digital Adoption Platform) with WalkMe which enables organizations to measure, drive, and act to ultimately accelerate their digital transformations. Got trained and implemented on multiple applications.
- Creating product demo videos and tutorial videos in coordination with video creators for multiple applications.

GI Global IT Solutions, Gurgaon/INDIA (July 2018 to April 2020) – Assistant Manager of CS and sales Operations

➤ Roles and responsibilities:

- Creating documentation (SOP, RCA, Discovery documents and User Guides) for software products such as Office 365, SharePoint, AWS Migration, AWS Implementation, Banner 9.0 Migration, AD Implementation.
- Creation SOWs, Addendum, Quotes, Financial Summary and Assumptions for contracts of various clients and getting them signed via SignNow.
- Knowledge of Linux Command Line Basics, AWS and Azure Basics.
- Design and develop user assistance manuals for new and existing products.
- Create and maintain documentation. development plans and project schedules.
- An integrated part of projects development team.
- Content management and designing various flow process such as Project process flow, Incident Management, Problem Management, client on-boarding process, change Management, System provisioning, etc.
- Maintaining Organization chart.
- Preparing contracts of various vendors and involved in vendor management and sales operations.
- Managing service management processes. An important member in operating plan for

the company. Maintaining employee performance report required for calculation of employee's appraisals.

- Install, configure, learn, use, and explain software products.
- Creation of proposals for various client. Also, part of inside sales team and deciding costs for various ERP products and services with management.

Ennovations Techserv Pvt. Ltd., Noida/INDIA (Oct 2014 to June 2018) – Senior Technical Writer

➤ Technical writing for various clients:

- National Informatic Centre (NIC) - Onsite
- Cheil India Pvt. Ltd.
- WizIQ.com
- Spice Digital Ltd.
- Rivigo.com
- Magicspree.com

CADES Digitech (P) Ltd, Noida/INDIA (May 2011 to Sept. 2014) – Technical Writer

➤ Project -1: Creation of Service Manuals for Electronic Equipment's

- ◆ Creation of Service Manuals for Electronic Equipment's using DITA and XML in Adobe Framemaker.
- ◆ Responsible for the final deliverables and Quality check.
- ◆ Work involves:
 1. Analyzing input documents for area of impact.
 2. Identification of task, concept and reference.
 3. Preparation of Xml files using DITA.
 4. Preparation of Ditamap.
 5. Publishing of PDFs.

➤ Project -2: Creation of Load charts for Tele-handlers

- ◆ Creation of load charts for tele-handlers using Corel Draw X6.
- ◆ Responsible for the final deliverables and Quality check.
- ◆ Work Involves:
 1. Creation of load chart layout.
 2. Creation of load zones.
 3. Placement of load zones in to load chart.
 4. Placement of load chart in to drawing.

➤ Project -3: Service Bulletin incorporation in IPC

- ◆ Incorporation of service bulletins in IPC for commercial aircraft using various tools such as Docato and Team center.

- ◆ Responsible for the final deliverables and Quality check.
- ◆ Work requires study and analysis of Engineering drawings, 3D Models and BOM, and Service bulletins, visualizing and identifying every part of the assembly.
- ◆ The Author has to list out all the part given in BOM in a logical sequence according to its disassembly, give part names and numbers to each part, and location of assembly in aircraft.

➤ Project -4: Creation of Technical Manuals for Naval Ships

- ◆ Creation of Naval Technical manuals for Naval Ships using MS word.
- ◆ Responsible for the final deliverables and Quality checks.
- ◆ Work requires study and analysis of Engineering drawings, BOM, Ship handbook, visualizing and identifying each and every part of the particular system.
- ◆ The writer had to list out all the part given in BOM in a logical sequence according to its location, and then had to explain briefly about the system, its operation, function, maintenance practices, trouble shooting, repair etc.

➤ Project -5: Creation and revision of CMM

- ◆ Creation and Revision of CMM for Galleys using various tools such as Adobe Frame maker, Canvas, and Adobe Acrobat.
- ◆ Responsible for the final deliverables and Quality check.
- ◆ Work requires study and analysis of Engineering drawings, 3D Models and BOM, ATP, Service bulletins visualizing and identifying each and every part of the main component.
- ◆ The Author has to list out all the part given in BOM in a logical sequence according to its disassembly, give part names and numbers to each part, and then has to explain briefly about the main component, its maintenance practices, servicing, removal/installation procedure, Adjustment/test procedure, Inspection, cleaning, and repair etc.

➤ Project -6: Creation and revision of AMM

- ◆ Preparation of Maintenance Manual (MM) using the software's SAP, GIPSY-GIDOCA (TAKSY), SAP, and ZAMIZ.
- ◆ Work involves:
 1. Analysis of Input Documents
 2. Creation of Tasks, subtasks
 3. Review of the document
 4. Closing of AWO

Certifications and License:

Certificate of Completion

- Excel for Beginners and advance
Institution: UdemY
- Business Analysis Fundamentals
Institution: UdemY
- Scrum Certification + scrum master + Agile scrum training
Institution: UdemY
- Linux Command Line Basics
Institution: UdemY
- Introduction to database and SQL Query
Institution: UdemY
- AWS Cloud Practional Essential
AWS Training and certification
Institution AWS
- AWS Essential
Institution UdemY

License

- **License of Light Aircraft**
Description AME - DGCA License
Institution School of Aviation
Science and Technology
Time Period From Aug 26, 2009
- **License of Heavy Aircraft**
Description AME - DGCA License
Institution School of Aviation
Science and Technology
Time Period From Apr 9, 2009

PERSONAL

- Father's Name : Mr. Narinder Kohli
- Date of Birth : 12th August 1988
- Sex : Male
- Marital Status : Married
- Languages Proficiency : English & Hindi
- Passport : Yes
- References – Available upon request

ANKIT KOHLI

Place: Delhi