

ABHISHEK DEB

TECHNICAL WRITER

CONTACT

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22, Naivedyam Apartments, Gear School Road, Bellandur, Bangalore

EXPERTISE

- Content Creation across diverse industries ranging from Ed-Tech, E-Commerce and HVAC
- Expertise in Content Moderation and Review
- Ability to deliver under tight deadlines with minimal supervision.

SKILLS

- Technical Content Creation
- DITA XML
- Zendesk
- Camtasia
- Proficient in Amazon Media Tools for Content (Amazon S3 Cloud, Amazon CSI Tool, Prione Image QC Tool, SOTA, Amazon Media Central Tool)
- Microsoft Word, Excel and Powerpoint
- Adobe Framemaker
- Scrivener
- Microsoft Azure Boards
- Clickup

REFERENCES

Sukanya Sharma

Program Manager, Amazon

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sukanysh@amazon.com

Vinay Ramakrishnan

Product Manager, 75F

+919008199851

vramakrishnan@75f.io

WORK EXPERIENCE

Technical Writer

75F Innovations Pvt. Ltd

June 2021-Present

- Part of the product team which creates technical documents on the products available under the 75F ecosystem such as Facilisight portal and app under an AGILE environment.
- Publishing feature manuals and release notes after every sprint release under the AGILE methodology
- Tracking bugs and bug fixes through Microsoft Azure boards and updating the same under the Zendesk portal
- Connecting with QA testing team for any latent changes in app features through bi-weekly audits.
- Undertaking suggestive measures for UI enhancements by collaborating with the UI/UX team on a frequent basis
- Frequent peer review and moderation of content created

Program Specialist

March 2018-May 2021

Amazon

- Creating technical self-help manuals on internal automation tools such as CAQ (Catalog Attribute Quality) and Amazon Media Publishing tool (SOTA)
- Preparing in sync release notes for Business Intelligence and Automation teams pertaining to the regular sprint updates from the QE team
- Preparing Golden Data for Automation teams to process automated content for certain repetitive products on the platform to reduce the SLA on seller content delivery
- Connecting with the US global team monthly for any tech issues or discrepancies regarding the internal content publishing tools
- Preparing and publishing weekly reports on ASIN behavior across different categories for WBR (Weekly Business Review viz, hot searched SEO keywords for Alexa, webapps)
- To moderate, validate and upload video content for premium sellers across different categories and product types on the A.in platform

Service Executive-Cataloger

Amazon

May 2016 - March 2018

- Creating content for catalogs for different categories under the Amazon platform.
- Identification and Classification of products provided by the seller for listing.
- Part of Automation Team to identify and automate categories for cataloging wherever applicable.
- Content Management and subsequent upload of catalog files through the internal Amazon S3 server
- Identification and Audit of ASIN (Amazon Standard Identification Number) discrepancies across the platform with the help of various Amazon Tools.
- Quality Checks of ASIN at pre upload stage to ensure upload of quality catalogs

EDUCATION

- B. Tech in Information Technology with a CGPA of 7.8
- 10+2 In Science with a score of 62%
- 10th Board with a score of 80.00%

LIFE OUTSIDE WORK

- Listening to Audio Books and Podcasts
- Expertise in Indian Classical Music
- Avid Traveler
- Frequent Cook with interests in Indian, Desi Chinese and Thai Cuisine.
- Well versed in English, Hindi, Bengali, Assamese

- Communicating with SME sellers/ stakeholders regarding various queries related to products/ uploads/ creation of ASINs etc.
- Creation and Audit of Information Bank/SOP for categories such as Sports, Home and Kitchen etc.
- SPOC for cataloging queries under Sports Category.

Content Developer/Trainer

Sep 2014 - March 2016

Edutel Technologies Pvt. Ltd

- Involved in creating content for assessment related to e-learning and skill building as per requirements.
- Involved in Proof reading and modification of content created by team members.
- Responsible for co-ordination with SME (Subject Matter Expert) for creating efficient content as per directives.
- Involved in story boarding along with the participation of the animation team to create visual content with respect to requirements.
- Involved in preparing process flow documents before and after execution of a project.
- Using tools such as Camtasia to prepare video content to improve the quality of the overall content.
- Involved in scripting of video/text content for different vocational training projects.

Lecturer

Sikkim Manipal University

Aug 2012-July 2014

- Delivering lectures as per the university curriculum to BCA, MCA and BSC(IT) students on various subjects as assigned
- Active participation in various academic affairs of the college.
- Maintaining records of student's academic performance throughout the semester
- Conducting examinations/tests as per university guidelines
- Preparing content for tutorials to suit student's requirements for a specific course.