

Ajay Singh

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Objective:

To build a career in an organization that provides an opportunity to work with committed and dedicated people thus helping me to realize and explore my potential. I am looking forward to work as a key player in a challenging and creative environment providing continual improvement.

Managerial Assignments:

Senior Technical Writer / Lead Technical Writer (**Have H1B Visa**)

Executive Summary:

- Senior technical writer with over 8 years of experience in various engineering domains such as Software & Hardware, Consumer Goods and Services, Retail Execution, Cloud Products, Aerospace,, Automotive, Heavy Engineering and Packaging.
- Demonstrated hands-on experience in writing from scratch, rewrite, update, edit, and write to established company standards or develop writing standards. Recipient of Annual esterallas Award for handling entire release documents.
- Proven track record of using defined technical writing methodologies (including Agile methodology) and excellent collaborative skills to complete documentation projects.
- Types of Documents Done: Documented User Guide, Product Guide, Configuration Guide, Feature Description Document, How-To document, Knowledge Base Style Guide, Installation Guide, System Requirements and Specifications document, Operation and Maintenance Manual, Service Manual, Spare Parts Catalogue, Sales Brochure, Repair Manual, Security Architecture Document, Troubleshooting Manuals, Contract Notes, and Release Notes.

Core Competencies:

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|-----------------------------|------------------------|--------------------------|
| ⇒ Technical Writing | ⇒ Project Management | ⇒ Liaison & Coordination |
| ⇒ Documentation & Reporting | ⇒ Agile Methodologies | ⇒ Team Leadership |
| ⇒ Requirement Analysis | ⇒ Proofreading/Editing | |

Technical Skills:

➤ Arbor Text Editor	➤ DITA	➤ XML Authoring
➤ JIRA	➤ 3D Experience – Doc Editor	➤ STE GUIDELINES
➤ INCOSE GUIDELINES	➤ Technical Manual	➤ Flexi Sachet 1200 Machine
➤ ADOBE ILLUSTRATOR	➤ VFFS Machine Knowledge	➤ WHIZIBLE
➤ Parts Catalog	➤ EARS GUIDELINES	➤ PTC WINDCHILL
➤ Microsoft Word	➤ QVscribe Tool	➤ SAP

➤ Operational Manual	➤ MICROSOFT EXCEL	➤ WISE
➤ GITHUB	➤ WINDCHILL	

Professional Experiences:

Currently associated with **"Larsen & Toubro Technology Services, Mumbai"** from Apr 2019 to till date as **"Technical Writer (Lead Technical Writer)"**.

Designation: Technical Writer

Job Responsibilities:

- Technical Writing of documentation by using predefined tools and systems like Frame Maker, Arbortext Editor 7.1, Madcap Flare, CreoView, Adobe Acrobat Pro, etc. for Komatsu products and JLG products.
- Input collection from a client like Top bills, CNs, Drawings, CAD models, Reference documents, etc. for product documentation.
- Analysis of inputs received like Change Notices, Drawings, Datasheets, Specification sheets, Procedures, SOP, Operation Manuals, and creation of Markups, Manuscripts, project tracker, etc.
- Verify Markups from the onsite coordinator and approve them from the client.
- Illustration creation as per reviewed manuscripts.
- To understand product working procedure, taking product knowledge, gathering product information by referring to product videos, ppts, etc. from the Komatsu portal.
- Refer to writing content of base model Service Manuals and Instructions as per checklists and guidelines.
- Creation, revision, and modification of Parts catalog and shop manuals as per Client's requirements using reference content and documents.
- Expertise in XML-based documentation with DITA standards and publishing HTML documents by using MadCap Flare (2021).
- Prepare Feature Description Documents, How - To document, Contract Note, User Guide, Product Guide, Feature Document, Release Notes, and Configuration Guide
- Taking regular follow-ups, and meetings with the Onsite Coordinator or Client for queries about inputs, product knowledge, or any issues regarding product or process.
- Network with the On-site coordinator and engineering team, product support, and other authoring personnel to gather the necessary information.
- Involved in proofreading technical documents based on a style guide, grammar, punctuation, sentence structure, and other client standards.

Professional Experiences:

"IMA DAIRY AND FOOD HASSIA INDIA" as "Technical Writer - Parts Catalog and Manuals" from November 2017 to March 2019

- **Having good knowledge of pre-sales and post-sales. Dealing with client to fulfil their requirements of parts and necessary documents.**
- **Created and maintained of quality documentation to help customers to quickly learn/use/service their products.**
- Design and development of the Spare **parts catalog, Operation, Maintenance and Installation Manual** for various IMA Packaging Global machine through Microsoft word and Solid Works.
- Worked on IWO (Internal Work Order) analysis and decision incorporation, Quality issues and standardizing the Manuals.
- Work with internal teams (such as Product Design, Assembly, Sales etc.) to obtain an in-depth understanding of the product and the documentation requirements.
- Preparation of **change over procedure** for product assembly as supporting documents with machine.
- Preparation of technical PowerPoint presentations, induction training documents and responsible for SBPN description (Sales Book Part Number) writing.
- Dealing with customer for their specific requirements in manual.
- Prepare standard safety messages and update style guide.
- Having good knowledge of VFFS (Vertical Fill Form Seal) machines.
- Prepare instruction, maintenance, operation and installation manual as per customer requirement such as Mondelez International, Johnson & Johnson, Godrej Consumer etc.
- Preparation of exploded view for VFFS machine along with part number in spare manual with Solid Works.

Professional Experiences:

Flex Technology Center India Private Limited, Pune

Duration: June 2016 to till Date

Designation: MPDM Engineer

Job Responsibilities:

- Preparation and release of NPI Readiness Checklist and BOM Preparation.
- Preparation and release of Process Flow, FMEA.
- Customer interaction and attending all customer technical queries
- Creating setup like product Number, **BOM Structure** etc., in **AGILE and BAAN** for new Products.
- Creating part numbers for BOM in Agile & Baan.
- Downloading customer documents like product specifications etc., and releasing same in CDC.
- Work as a Change Analysts during NPI for new changes.
- Release Part list to production for new models and after implementation of ECO's
- Efficiently managing ECOs for manufacturing sites across the globe
- **Use Agile (PLM) system for ECO (Engineering Change Order) creation, reviewing, routing, tracking, releasing and distribution.**
- Work closely with Engineering and materials teams to review product updates/modifications
- Respond to Business Partner (requestor) and customer on queries relating to Engineering Change Orders
- Ensure adherence to targets set for all Process Metrics
- **Ensure timely generation and circulation of reports/dashboards.**

BAAN

- General item data creation for manufactured parts and purchased parts.
- Engineering Items creation for Manufactured parts
- Engineering Items revisions creation for Manufactured parts
- Engineering BOM updation and release for Rev_0 and ECN updated parts.
- Creation of routing for manufactured parts.
- Deriving conversion factor.
- Various reports generation.
- Checking of MPN and Inventory details.
- Automatic updating of E-BOM and general item data using import data session

Professional Experiences:

John Deere Technology Center India, Pune - On role of GGS Information Services India Pvt. Ltd. From January 2014 to May 2016

- Design and development of the **Parts Catalogs** for various John Deere Global Products through various Software Applications.
- Worked on **EPDPs, ECM and ECN** analysis and decision incorporation, Quality issues and standardizing the Catalogs.
- Analyze **Engineering Change Notes (ECN)** and prepare the Bill of Material (BOM) to be presented to the customer.
- Network with engineering, product support, manufacturing and other authoring personnel to gather the necessary information.
- Involved in Technical Publication of Parts Catalogs on cut-off date of every month for Global Application Purpose, **Technical Updation** (Writing) through **Arbor-Text Editor**
- Maintaining regular communication with the counterparts for related business activities
- Delivered timely catalog with effective analysis from various departments
- Worked for Catalogs of New Product (EPDP) Projects
- Resolving Dealer and Customer issues related to Parts Catalogs for Continuous Product Improvement
- Supported the team during crucial cut off dates and ensuring the timely delivery of the catalog without compromising the quality
- Quality Review and Peer Review of the authors
- Engineering Analysis and related updations in Parts Catalogs by study of Engineering Change Management (ECM)/Decision Analysis released by Product Engineering Department by using software like **Arbor-text Editor, SAP, RECON, PDM Link, Wind chill, CREO and Team center**
- Involved in Project Planning and Execution stage
- **Overview of SAP –MM Module**
- Communicate with business partner about Upcoming projects, ongoing projects, issues, queries, etc.

Educational Credentials:

Course	Institute & University	Year of Passing	Percentage
BE Mechanical	S.R.E.S C.O.E Kopargaon (University Of Pune)	2013	60.74
12 th	Kendriya Vidyalaya, New Delhi	2008	63
10 th	Kendriya Vidyalaya, New Delhi	2006	78

Strengths:

- Interdisciplinary cooperation
- Initiative
- Creativity
- Flexibility
- Work on innovative and challenging tasks.

Personal information:

Name: Mr. Ajay Singh
Address: MR. VIJAYSINGH BHIMSINGH PATIL,
FLAT NO. J-2/02, CHAIN VIHAR, JAI JAWAN AWAS YOJANA, AWHO
S. NO. 16, 17, 18, GONDHALE NAGAR, HADAPSAR, PUNE-411028
Date of Birth: 26th Oct 1990
Languages spoken: English, Hindi and Marathi
Marital Status: Married
Hobbies: Playing chess, Music and Movies
