

Babak Rezvani (M.A.Ed.)

Location: San Carlos, California

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GitHub: <https://github.com/BR2023/Using-Wiki.git>

Professional Profile:

- Experienced technical writer with over a decade of experience and a proven ability to distill intricate technical concepts into straightforward and comprehensible narratives.
- Proficient in utilizing component content management systems (CCMSs) and leveraging DITA standards for efficient content development, while harnessing XML to enhance content manageability and portability.
- Skilled in ensuring accessibility and localization while developing a variety of product documents, including software guides, API documentation, hardware engineering test plans and technical specifications, and biotech (genetic analyzers) documents.
- Comprehensive knowledge of document control processes, including version and change control, authoring, reviewing, modification, distribution, and approval.
- Adept at collaborating with a wide range of stakeholders, including end-users, leaders, scientists, hardware engineers, software engineers, and various professionals, to effectively communicate complex technical information.
- Recognized for leadership in managing writing teams, training team members, onboarding new hires, and supervising co-op students, consistently achieving project goals and successfully managing concurrent documentation projects.
- Skilled in establishing documentation project timelines and effectively managing the team's writing activities to achieve project goals.

Hard Skills:

- Expert: DITA XML, Author-it, Oxygen XML Editor, Adobe Acrobat, FrameMaker, MS Office, Google Docs, Confluence, Jira, Agile & Waterfall Project Management
- Proficient: Oracle Guided Learning, Oracle Bug Database, Oracle Primavera Unifier, MS Project, MS Access, SnagIt, Instructional Systems Design
- Competent: Oracle Primavera P6, Oracle ERP, Git wiki, Markdown, Captivate, JavaScript, JSON, XML, Product Management, Adobe Analytics, HTML, CSS, RESTful & SOAP API Design, Polarion, Lucidchart
- Beginner: GitHub, Python, SQL, Jira Query Language, AutoCAD LT, 3DEXperience (Dassault Systems)

Soft Skills:

- Clear and concise writing, proofreading, and editing
- Effective verbal and visual communication for diverse audiences
- Skilled in managing writing teams, projects, and resources
- Rapid acquisition of complex technical knowledge and tools
- Prioritization and time management
- Efficient use of time and resources
- Effective task prioritization and multitasking
- Proficient in interpreting and empathetic communication
- Conducting interviews
- Contribution to performance reviews

Professional Experience:

Zoox, Inc. (subsidiary of Amazon) - Technical Writer - 06/2023 to present.

- Editing and developing electrical engineering Design Verification Plans (DVP&R), Design Validation Plans (DVPs), system and subsystem technical specifications, and other essential engineering and hardware documentation for fully autonomous (all-electric) passenger vehicles.
- Adept utilization of Polarion (Siemens product lifecycle management system) and application of industry standards such as ISO, IEEE, and FMVSS to ensure accuracy in provided edits.

Oracle Corporation - Senior Technical Writer and Documentation Project Lead - 05/2013 to 04/2023

- Managed end-to-end technical documentation for Oracle Primavera Unifier, an enterprise SaaS and On-premises project lifecycle management solution (over 40 documents).
- Documented and edited diverse topics, including Planning, Installation, Security, Configuration, Upgrade, User, Administrator, Designer, API, Database, What's New, Guided Learning, and Mobile Help for Android and iOS.
- Led and trained a writing team, overseeing task assignments, including new hires, co-op students, and curriculum developers.
- Utilized Adobe Analytics to measure and improve documentation content performance.
- Reviewed and provided feedback on curriculum offerings and contributed to technical writing support and training content enhancements.
- Designed and developed a series of short training videos to enhance new writer's understanding of complex technical concepts related to Unifier and reporting.
- Reported weekly documentation project status to stakeholders, collaborating with cross-functional teams to prioritize feature impacts on documentation and plan releases.

Applied Biosystems (Life Technologies) - Senior Technical Writer and Documentation Project Manager - 03/2007 to 01/2013

- Developed, edited, and maintained technical documentation for genetic analysis instruments and software applications.
- Managed and trained a writing team for concurrent projects in the FDA-regulated life science technology industry.
- Collaborated with regulatory, underwriting, and legal teams to facilitate compliance, mitigate risks, maintain accuracy, and clarity in documentation.
- Ensured timely release of over 60 user manuals, qualifications, online help, hardware documents, and regulatory compliance.
- Coordinated updates for software and touchscreen help applications.
- Improved workflow efficiency and reduced document development time through automated review processes.
- Facilitated international team meetings for planning, issue resolution, and customer inquiries.
- Achieved significant cost savings by transitioning to web-based document publication.
- Conducted overseas collaboration, identifying and resolving installation issues, saving the company money.

VISA International, VISA U.S.A., and Inovant - Senior Technical Writer and Documentation Specialist - 10/1997 to 03/2007

- Managed and trained writers in task assignment and prioritization for product documentation.
- Collaborated with cross-functional teams, including product managers, business analysts, data architects, software engineers, and project managers, to create various technical and business documents.
- Analyzed business requirements and technical designs to update reporting requirements for VISA's online transaction system serving 21,000 financial institutions.
- Utilized a custom XML-based authoring tool for documenting VISA software components.
- Published technical documents for both internal and external audiences via VISA websites.
- Initiated online training for VISA authorization and point-of-sale systems to expedite new hires' productivity.
- Developed a Microsoft Access database for managing change requests, streamlining the documentation update process.

Education:

- Master of Arts (MA) in Education (San Francisco State University)
- Bachelor of Arts in English Literature (University of California, Berkeley)
- Graduate Certificate in Instructional Technologies System Development (San Francisco State University)
- Undergraduate Certificate in Project and Program Management (University of California, Santa Cruz-Extension)
- Undergraduate Certificate in Technical Writing and Communication (San Francisco State University)
- Biology and Life Sciences Diploma (Overseas)