Babak Rezvani (M.A.Ed.)

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Profile

- Accomplished writer and communicator who can convey technical concepts in simple and clear narratives.
- Perpetual learner who takes learning and development into his own hands and is capable of learning complex technical information.
- Successful in conveying information and procedures to users as well as company leadership, program and project managers, scientists, product strategists, business analysts, software engineers, hardware engineers, quality assurance, other writers, curriculum developers, trainers, regulatory, underwriters, legal, and technicians.
- Years of extensive and progressively more responsible experience in researching, writing, editing, and publishing financial, scientific, software, and technical data for use in documents.
- Leading and managing concurrent documentation projects and writers for business analysis, scientific, product management, regulatory, project management, and cloud application services (SaaS) and on-premises software solutions development teams.
- Talented negotiator who can effectively work with project stakeholders and technical staff (SMEs) to gather required technical content, functional designs, and specifications.
- Skilled in using Component Content Management System (CCMS) for creation, management, localization, and publishing of a wide variety of product documents as well as using DITA standard for streamlining content creation process and leveraging XML to make content manageable, versatile, and portable.
- Proven ability to work both collaboratively (with other writers or cross-functional teams) and independently.
- A team-lead capable of organizing and training writing team members, new hires, and co-ops, establishing documentation project timelines, and successfully managing team's writing activities.

Hard Skills (CCMS, Software, Database, Management)

- <u>Expert</u>: Adobe Acrobat Professional, FrameMaker 11 Structured and Standard, Microsoft Office, HTML, CSS, Confluence, Jira Software, Project & Program Management (Agile and Waterfall), and Scrum management framework
- <u>Proficient</u>: Oracle Guided Learning, Oracle Bug Database, Oracle Primavera P6 EPPM, Microsoft Project, Microsoft Access, SnagIt, Instructional Systems Design, Development, and Management
- <u>Competent</u>: Git wiki, Markdown, Dreamweaver, Captivate, RoboHelp, Arbortext Epic, XMetaL Author, JavaScript, JSON, Product Management, and Adobe Analytics
- <u>Beginner</u>: GitHub BrowserStack, Python, and SQL

Soft Skills

- <u>Writing and editing</u>: Writing clearly and concisely with proficiency in proofreading or editing and writing various conceptual overviews
- <u>Presenting</u>: Communicating verbally and visually in small and large settings consisting of different types of audiences
- <u>Managing and leading</u>: Managing writing teams (hiring, training, tasking, mentoring, and evaluating performance), managing large volumes of documentation projects and documentation libraries simultaneously, developing cross-functional relationships, managing resources, influencing, motivating, setting goals, and meeting deadlines
- <u>Learning</u>: Acquiring knowledge on complex technical information and new tools and systems quickly and by researching, conceptualizing, applying, analyzing, and evaluating information
- <u>Prioritizing</u>: Understanding importance and urgency, putting tasks, requirements, and problems in order of importance
- <u>Organizing</u>: Planning, using time and resources efficiently and effectively, staying focused on different tasks, and using time effectively and efficiently
- <u>Listening</u>: Interpreting received messages during and after communication, interacting with all levels of employees effectively, and identifying and understanding emotions and perspectives

Professional Experience

Oracle Corporation -- Senior Technical Writer and Documentation Project Lead (05/2013 - 04/14/23)
- Managed, and trained, writers, curriculum developers, co-ops, and non-team members through assigning and prioritizing tasks for developing, maintaining, updating, improving, and delivering of an enterprise SaaS and On-premises project lifecycle management solution for capital planning, project delivery, cost control, and facilities and real estate management (Oracle Primavera Unifier Cloud and On-Premises)
- Planned and matched application with functional design requirements, mitigated risks, and resolved issues through root cause analysis and corrective action
- Proactively worked with Product Strategy, Product Design, Product Development, Sales, Consulting, Curriculum, and User Communication teams to improve monthly documentation release planning processes, identify relative priority of features, identify feature impact on documents, and incorporate new features and enhancements in documentation library
- Reported documentation project status to the stakeholders weekly by using well-defined agenda

- Developed, edited, maintained, updated, improved, and delivered/published technical documentation for customers (technical documentation types included Planning, Installation, Security, Configuration, Upgrade, User, Administrator, Database, and Mobile Help for Android and iOS)
- Developed and edited contents for application UI, resolved documentation bugs, and addressed submitted inquiries
- Updated, improved, and maintained API documentation (Web Services: REST and SOAP)
- Used standardized templates in a manner consistent within the writing team's policies and procedures framework
- Utilized Adobe Analytics to measure documentation library content performance and identified actionable insights
- Reviewed and tested curriculum offerings (including Oracle Guided Learning), provided feedback, technical writing support, and suggestions for improvement

Applied Biosystems (Life Technologies) -- Senior Technical Writer and Documentation Project Manager (03/2007 - 01/2013)
- Managed and trained writing team members working on multiple, and concurrent, documentation projects related to life science technologies products (in an FDA-regulated industry) and according to requirements specified by technical communication, validation & verification, legal, regulatory, and compliance departments
- Ensured on-time release of over 60 user manuals, QRs, site preparation, installation, maintenance, troubleshooting, software GSG, instrument specifications (IQ/OQ/PQ or IPV), online help, chemistry protocols, and product inserts
- Wrote documents that conformed to guidelines recommended and required by relevant agencies and GMP-cGMP regulations
- Improved workflow efficiency and interdepartmental collaboration by planning, resource allocation, and scheduling
- Decreased document development time, review time, and approval process by developing an automated reviewing process
- Increased department visibility by coordinating efforts that resulted in on-time translation and release of user-focused documents into several languages
- Arranged and moderated meetings between international teams consisted of product managers, product designers, business analysts, marketing, SMEs, regulatory representatives, customers, and technical writers, to review planning and scheduling, resolve issues, and respond to inquiries
- Saved department over $40k in printing costs by collaborating with content owners and product managers to publish documents into web communities
- Coordinated efforts to incorporate last-minute updates to existing software online help and instrument touchscreen help applications to include customer-requested features
- Travelled overseas to work directly with Manufacturing (Hitachi) and Product Management teams on developing Installation and Maintenance guides
- Saved a considerable amount of money for company by discovering installation problems with 5500 Solid Sequencer Genetic Analyzer prototype

VISA International, VISA U.S.A., and Inovant -- Senior Technical Writer and Documentation Specialist (10/1997 - 03/2007)
- Managed and trained writers through assigning and prioritizing tasks for developing, maintaining, updating, improving, and delivering of product documentation
- Collaborated with Product Managers, Business Analysts, Systems Architects, Software Engineers, and Project Managers, to write technical and business release documents including technical and processing specifications, reference manuals, user guides, software installation guides, product and system descriptions, and implementation guides
- Analyzed business requirements, multi-system conceptual approaches, technical designs, and existing core systems functionality to develop and update reporting requirements for VISA online transaction system that supported 21,000 financial institutions with 20 million merchants and cardholders
- Developed documentation articles in XML using a complex and customized XML-based structured authoring tool
- Published technical documents for both VISA internal and VISA external audiences via VISA websites
- Initiated and designed online training for VISA authorization and point-of-sale (POS) systems to assist new hires with systems and expedite new hires productivity
- Developed a database (using Microsoft Access) for managing change requests received from software developers and SMEs to enhance documentation update process and track change requests

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)