**Sripathy. S**

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**Summary**: A professional with 6 + years of experience in technical documentation, capturing business knowledge, documenting, and disseminating it to the end user.

A self starter with strong work ethics and a quick learner, I enjoy working independently and as a part of a team.

**Roles and Responsibilities**:

* Planning and effort estimation for documentation
* Coordinating with the engineering team for the technical inputs
* Interacting with project managers and stakeholders in US and India to ensure timely completion of deliverables
* Providing suggestions to improve the documentation standards
* Serving as the SPOC for the documentation projects
* Validating the content by conducting usability test before

initiating a peer review or technical review

* Participating in technical reviews with development and QA teams This involves reviewing the software requirement specifications, use cases/test cases, and user interface design documents
* Resolving product documentation defects in a timely manner

**Prepared the following information products:**

User Guide

Administration Guide

Configuration Guide

Installation Guide

Release Notes

FAQs

Online Helps

Video Demo

**Prepared the following marketing Collaterals:**

Product Brief

Data Sheet

Brochures

**Authoring Tools**:

* Adobe FrameMaker 7.2
* Xmetal
* MS-Office
* Snagit 9.0
* RoboHelp 8.0
* Camtasia Studio 7.0
* Visio 2007

**Operating Systems:**

* Windows NT /98/2000/XP
* UNIX

**Employment History:**

| **Organization** | **Designation** | Year |
| --- | --- | --- |
| Adventura Technologies, Bangalore | Sr. Technical Writer | June 2013 to Till date |
| Infotech Global Inc, Bangalore | Sr. Technical Writer | April 2010 to May 2013 |
| Commit Technologies, Bangalore | Technical Writer | Feb 2008 To April 2010 |
| Informatics India Ltd, Bangalore | Sr. Information Analyst | May 2007 to January 2008 |
| Wiley India Ltd, Bangalore | Executive - Promotions | January 2003 to April 2007 |

**Current Job Responsibilities:**

**Designation:** Senior Technical Writer

| Adventura Technologies | | |
| --- | --- | --- |
| **Project Description** | **Responsibilities** | Tools |
| Adventura Technologies, (Arasan Chip Systems Inc) is a leading provider of Total IP solutions for mobile storage and connectivity applications. Arasan’s high-quality, silicon-proven Total IP solutions include Digital IP Cores, Analog PHY Interfaces, Verification IP, Hardware Verification kits, Protocol analyzers, Software Stacks and Drivers and Optional Customization Services for MIPI, USB, SD, eMMC, UFS and many other popular standards. | * Preparing and maintaining the following information products:   + User Guides   + Product Briefs   + Release Notes   + Data Sheets * Quickly grasp and update the technical content provided by the design engineers | * FrameMaker 7.2 * MS Word 2003 * SnagIt 9.0 |

**Projects handled as a Technical Writer in the Previous Organizations**:

| **Infotech Global Inc** | | | |
| --- | --- | --- | --- |
| **Client Name** | **Description** | **Responsibilities** | **Tools** |
| Citi – Money2 for Health: | In the current healthcare environment in the US, the process by which patient balance after insurance (BAI) payments reach healthcare providers in highly inefficient. These inefficiencies impact healthcare providers’ ability to collect payments in a timely manner and from a larger percentage of patients Hospitals and doctors are concerned about increasing reliance on patient payments as such payments are made after greater delays than payer payments, cost more to collect and often lead to costly collections expense or bad debt. The Citi Money2 for Health project is to create a set of applications that alerts and presents a healthcare patient responsibility to a consumers, obtains their agreement to pay their responsibility to their doctors and hospitals, obtains the funds from existing, pre-linked and verified financial accounts (both Citi and non-Citi accounts), and efficiently aggregates and disburses good funds to the healthcare providers. | * Prepared the following information products:   + User Guide   + Admin Guide   + Release Notes for the major releases * Updated the documentation deliverables based on the project requirements | * MS Word 2007 * SnagIt 8.0 |
| MedConnect  For TransUnion | The Med Connect portal is a highly secure, sophisticated system, which enables the Provider to submit their Claims electronically. The type of claim submission may vary based on the Providers type. The Med Connect application simplifies the Claims/Encounter submission process of a Provider, by allowing the Provider to submit and validate their Claim Transactions electronically. This portal provides the option to correct their Invalid /Rejection Claims and also provides Detailed Dash Board Report for all the Provider. | * Designed the template based on the client’s specification * Prepared the following information products   + User Guide   + Admin Guide   + Release Notes   + FAQs * Updated the documentation deliverables based on the project requirements | * MS Word 2007 * SnagIt 8.0 |
| ORBIT PHR | Personal Health Record (PHR) is the optimum solution for achieving a uniform system, which makes all appropriate health information and medical records available and accessible to a patient. ORBIT® PHR is a comprehensive, web-based solution which securely allows consumers to maintain their personal health information. | * Prepared the following information products   + User Guide   + User Guide for Mobile App   + Admin Guide   + Release Notes * Updated the documentation deliverables based on the project requirements | * MS Word 2007 * SnagIt 8.0 |
| **Commit Technologies** | | | |
| **Client Name** | **Description** | **Responsibilities** | **Tools** |
| Honeywell | Honeywell Emergency Voice Alarming system is used in large buildings to evacuate people in an orderly manner, from the site of a fire. | * Prepared the following information products   + Commissioning Manual   + Installation Manual   + Operational Manual * Served as the primary point of contact for the documentation projects | * MS Word 2003 * SnagIt 9.0 |
| Bharathi Telesoft | Voice Portal is an Interactive Voice Response (IVR) voice recognition based solution that provides different types of services. The portal provides a subscription menu that is used to subscribe to services. The Voice Portal solution allows users to download rich monophonic and polyphonic ring tones and many more exiting contents. | * Prepared User Guide and Release Notes. * Prepared online help using RoboHelp * Coordinated with the engineering team for the technical inputs | * MS Word 2003 * RoboHelp 7.0 * SnagIt 8.0 |
| Teleonto Technologies Pvt Ltd | CApTOR™ is an integrated revenue assurance product that can be used to proactively detect and prevent revenue leakages that occur at various touch points in the collection systems. It is an end-to-end revenue assurance system across entire enterprise Voice, Data, Carrier and Interconnect systems. | * Prepared user information products such as User Guide, Installation Guide, Configuration Guide, and Release Notes for the revenue assurance product * Served as the primary point of contact for the documentation projects * Prepared effort estimation for the new documentation projects * Tracked documentation milestones and ensured that the projects are delivered as per the schedule * Coordinated with the engineering team for the technical inputs | * Adobe FrameMaker 7.2 * MS Word 2003 * snagIt 7.0 |
| **Informatics India Ltd** | | | |
| **Project Description** | | **Responsibilities** | **Tools** |
| J-Gate is an electronic gateway portal. It provides seamless access to millions of journal articles to the end users round the clock. This database has a massive number of journals indexed and provides links to full text at the publisher sites. The portal disseminates online subscription to journals in electronic media. | | * Prepared User Guide for J-Gate content management system * Coordinated with the engineering team for the technical inputs | * MS-Office 2003 * MS Paint |

**Major clients worked:**

* Citibank
* TransUnion
* Honeywell
* Bharathi Telesoft
* Teleonto Technologies

**Achievements:**

* Received appreciation from clients and customers for illustrating the ability to understand their needs and provide clear and concise documentation.
* Introduced the Online Help for the TransUnion MedConnect application using RoboHelp.

**Awards and Recognition:**

Individual Excellence Award for (2012) for consistently demonstrating great ownership and delivering the documentation on time.

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| **Educational Profile:**   | **Course** | **Institution/University** | Year | | --- | --- | --- | | **M.B.A** (Masters in Business Administration) – Project Management | Alagappa University | Pursuing | | **M.L.I.Sc.** (Masters in Library and Information Science) | Madurai Kamaraj University | 2006- 2007 | | **B.Sc.** (Bachelor of Science) | Madurai Kamaraj University | 1995 - 1998 |   **Certification:** APTECH – Aptech Certified E-Commerce Program (One Year Course).  **Personal Details** | | |
| Date of birth |  | 23-05-1977 |
| Sex |  | Male |
| Marital Status |  | Married |
| Hobbies |  | Photography and Ornithology |