# CURRICULUM VITAE

# Name: LAKSHMI MOHAN

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Date of Birth: 20th February 1982

Nationality: Indian

Marital Status: Married

Education:

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| **Course** | **Institute** |
| M.A (Sociology) | Karnataka State Open University |
| B.A | Kalinga University |
| DNIIT | NIIT |
| Diploma in Computer  Science | BITS |
| Technical Writing | Technopoint |

## Work Experience

**1.CHR Solutions** since July 2013

Designation:Technical Writer

Responsibilities:

* Author installation guides, user guides, administration guides, online help and release notes in Microsoft Word, RoboHelp and FrameMaker
* Author Web pages in HTML
* Work as a lead writer or individual contributor for multiple parallel releases in Waterfall and Agile software development lifecycle models.
* Collaborate with engineering teams on project schedule to develop documentation and organize review cycles with cross-functional stakeholders to gather inputs and provide feedback on documentation deliverables
* Work with cross-functional stakeholders to identify content requirements from product requirement documents, functional specification documents, industry best practices and internal standards to author respective project deliverables
* Engage in peer review of deliverables of different projects and third party documentation and provide feedback
* Achieve content quality by closely interacting with cross-functional teams and customers
* Provide inputs for documentation standards and processes

Tools used:

* Adobe FrameMaker
* Adobe Acrobat
* Microsoft SharePoint
* Microsoft Word
* RoboHelp
* Microsoft Dynamics CRM
* SnagIT
* Visio
* Team Foundation Server

Projects:

* Authored multiple documentation deliverables (user guides, Configuration documents, API documents, installation and administration guide, online help and release notes) for a software product based on **Microsoft Dynamics CRM**. The product focuses mainly on Sales, Marketing, and Service (help desk) sectors, and automates billing and consumer information for the telecom sector.

Handled several changes in the release cycle and incorporated changes in documentation in tandem with the release schedule. Troubleshot tool issues by engaging with the engineering team and fixing the online help integration.

Collaborated with the engineering team on a regular basis in the Agile model to deliver the documentation deliverables for every sprint. Also gave feedback with regards to improvement in processes during sprint retrospective meeting and implemented feedback.

Faced challenges in the tool while generating online help and successfully fixed them, thereby managing timely delivery of online help to the engineering team.

Provided feedback during peer review on a regular basis and implemented review processes in the documentation cycle to maintain quality and consistency in the deliverables.

**2. NetApp** June 2007 to Dec 2012

Designation:Technical Writer

Responsibilities:

* Author installation guides, online help and release notes in XML (DITA) and FrameMaker
* Author Web pages in Dream Weaver
* Work as a lead writer or individual contributor for multiple parallel releases in Waterfall software development lifecycle model.
* Create documentation schedules and organize review cycles with cross-functional stakeholders to gather inputs and provide feedback on documentation deliverables
* Work with cross-functional stakeholders to identify content requirements from product requirement documents, functional specification documents, industry best practices and internal standards to author respective project deliverables
* Engage in peer review of deliverables of different projects and third party documentation and provide feedback
* Coordinate and manage documentation releases involving third-party content authoring
* Achieve content quality by closely interacting with cross-functional teams and customers
* Provide inputs for documentation standards and processes
* Interact in project related threads on online communities and document related updates in respective deliverables, if any, thereby achieving quality and consistency in documentation

Tools used:

* XML (DITA)
* Adobe FrameMaker
* Dream Weaver
* Adobe Acrobat
* Wikipedia
* Microsoft SharePoint

Projects:

* Authored multiple documentation deliverables (installation and administration guide, online help and release notes) for a software product that could automate storage provisioning tasks and manage data in a physical or virtual environments enabled with an external operating system.

Handled several changes in the release cycle and incorporated changes in documentation in tandem with the release schedule. Troubleshot tool issues and delivered documentation deliverables like online helps on time to engineering team.

* Worked as a lead writer and authored multiple documentation deliverables (installation and administration guide, online help and release notes) for an enterprise level software tool designed to monitor events, collectperformance statistics, and report alert conditions across an operating system based enterprise.
* Authored multiple documentation deliverables (installation and administration guide, online help and release notes) for a software product that empowers database administrators with the tools necessary to perform policy-driven data management, backup and recovery of data

Faced challenges in the tool while generating online help and successfully fixed them, thereby managing timely delivery of online help to the engineering team.

* Authored and reviewed the documentation deliverables (installation and administration guide, online help and release notes) for an enterprise strength backup, recovery, and content management solution developed bya third party vendor

Provided feedback to the third party vendor on a regular basis and implemented review processes in the documentation cycle to maintain quality and consistency in the deliverables.

**2. PharmARC**  February 2006 to May 2007

Designation: Proof reader

Responsibilities:

* Proof-reading business proposals, presentations and documents created by business analysts for onsite clients like Merck, Johnson&Johnson and IMS HealthCare
* Researching medical sites for terminologies and updating glossary

**3. Deluxe DigiCaptions** August 2004 to Jan 2006

Designation: English Editor

Responsibilities:

* DVD Subtitling for movies and soaps
* Transcription of videos
* Researching on English idioms and phrases appearing in the DVD files to enable localization
* Proof-reading sub-titles for audio accuracy and quality

**4. 24/7 Customer** March 2003 to April 2004

Designation: Senior Executive Tech Support (Inbound)

Responsibilities:

* Work in rotational shifts in Inbound customer-care support for First Data Merchant Services (US-based)
* Troubleshooting technical issues across the globe from merchants about their credit card swiping machine
* Verifying transactions made by the merchants and contacting their respective banking services to enable smooth business operations

**5. First Ring India Pvt. Ltd.** July 2002 to March 2003

Designation: Customer Service Executive (Outbound)

Responsibilities:

* Work in rotational shifts in Outbound call-center account for Providian Bank (US-based)
* Involved in tele-sales of credit card and various other policies of the account like insurance or loans

## PERSONAL INTERESTS

#### Music, Dance, Reading