**Prabhavathi M. Address**:

No. 7, 2nd floor,

14th cross,

Nisarga Colony,

Mobile: +91 9845494298 Horamavu,

E-mail: [prabhs78@yahoo.com](mailto:prabhs78@yahoo.com) Bangalore - 560043

**OBJECTIVE**: To obtain a position in the Organization where I can contribute my technical skills, educational background, and professional experience, resulting in a mutually beneficial growth relationship between my employer, team and myself.

I have 9years of total experience in domains such as Health insurance, Healthcare, product development, and currently Data Storage.

As a Technical writer, I have around 6.7 years of experience.

**WORK EXPERIENCE**

**Working as a Technical writer for NetApp Inc. (From July 2013 – Till date)**

NetApp is a Data Storage company. Its business is engaged in creating innovative storage and datamanagement solutions that boost ITefficiency and flexibility.

I work for the Information Engineering team.

*Role:*

* Creating content for Online Help, Installation and Setup Guide, and release notes
* Understanding SDLC and DDLCprocess
* Authoring content for the User interface that manages, and monitors the storage systems and objects
* Documenting known issues of the products by interviewing the SMEs. Simultaneously testingthe products and raising bugs if any, to the engineering team
* Making appropriate changes and creating new topics using X-Metal (DITA tool)
* Publishing the deliverables using publication manager tool
* Actively participate in team meetings and other departmental activities.

**Worked as a Technical writer for Easy Authoring.com (From July 2010 – June 2013) (Freelance but on direct roll with the organization) (36 months)**

Role

* **Easy Authoring** provides end-to-end eLearning solutions and it includes Custom eLearning Development and Learning Management System. Written user manuals for easy navigation of the e-learning coursessoftware. Written module-wise content for CTARS software that is used in social services.
* **PracticeBee** is a Practice Management System for all client focused services. It simplifies office administration tasks and pulls up clinical information at ease.

Created user manual for PracticeBee and also converted to a chm format (help file) using **Robohelp 9**.

Release updates are included in the helpfile using **Robohelp. SnagIT**is used for image capturing and editing.

Also written manuals for other software applicationsand done review work on blogs.

*Skills*

* Microsoft Word (2007), Robohelp, SnagIT

**Worked for Unisys Global Services as a Technical Writer (July 2009 – Jan 2010) (6 months)**

Unisys Corporation engages in providing services for all Idaho Medicaid Providers.

*Role*

* Formatting and Editing of Provider handbooks, System test case results, User manuals, etc.
* Creating, designing and formatting User manuals according to the Idaho standard template.

*Skills*

* Microsoft Word (2007), Microsoft Excel (2007)
* Knowledge of Modular Documentation.

**Worked for Robert Bosch India Limited as a Technical Writer (May 2008 – July 2009) (14 months)**

Robert Bosch India Limited is a product based company that engages in the production of automotive spares and accessories and also in designing of engines.

*Role*

* Editing documentation for accuracy.
* Writing Maintenance, Installation, Printer and User Manuals for anA/C device used in vehicles.
* Editing Design, Requirement Specification and User documents for ECU’s used in vehicles.
* Writing test cases and executing the same (performed manual testing for 5 months)
* Writing user manual for a multimedia project for (Blaupunkt) in parallel with the production.

*Skills*

* Microsoft Word, Adobe In-Design, Snag It.

**Symmetry InfoTech Pvt. Ltd. (Jan 2007 – April 2008) (15 months)**

Worked as a Technical Writer

*Role*

* Work with the development team to research new products and features and write about themthat will be more useful to our customer base.
* Writing Help manuals for Donation Management Database Systems, using MS Word.
* Producing the documentation into CHM format using Fast Help and **Robohelp**.
* Organizing KB articles, formatting it using HTML codes and uploading it in the web.
* Editing documentation for completeness, style, and accuracy to ensure it reflects the company’s commitment to quality.
* Capturing Images for documentation using SnagIt.

*Skills*

* Microsoft Word, PowerPoint, Paint, Excel, Outlook.
* RoboHelp, Helpmaker, Fasthelp, SnagIt Studio.

*Projects*

Prepared User manuals for applications such as:

* Alias Generation Utility  
  The Item Alias option allows a user to create item aliases one by one for a selected item.  Bulk creation of aliases is not possible. However, organizations dealing in large numbers of items have to frequently create multiple aliases for numerous items. The Item Alias option from Everest becomes impracticable for use in such cases. To address this gap, **Alias Generation Utility** was created which enables customers to batch-create multiple aliases in multiple categories.
* INGOT   
  **INGOT** is a donation management system that allows not-for-profit organizations to manage donations received. The software product is specifically designed for Indian not-for-profit organizations, also known as NGO (non-government organizations).
* CRY DMS (Donation Management System)   
  **CRYDMS** is a donation management system, which allows administrators of **CRY** to maintain records of financial contributions from donors and also records of agents, campaigns, purposes etc.

**Ascendum Systems Pvt. Ltd.: Nov 2005 – June 2006(7 Months)**

Worked as a Content Analyst

*Role*

* Analysis of various products and giving customer feedback to the client, who in turn sendsthe feedback to the respected company’s for their development.
* Categorizing the products according to the buzz alerts among the customers.
* Documentation of Training manuals.

**CBS Exports: Aug 2001 – May 2003(21 Months)**

Worked as a Claims Processor

*Role*

* Processing of health insurance claims for a UK based Health Insurance Company. Enteringinvoice details in the application provided such as the treatment and their costs,provider’s/doctor’s information etc.
* Indexing of patient’s demographics and the range of their treatment taken.
* Registration of new customers who take a new health insurance policy.

**EDUCATIONAL QUALIFICATION**

|  |  |  |  |
| --- | --- | --- | --- |
| **EDUCATION****DETAILS** | **INSTITUTION/****UNIVERSITY** | **YEAR OF**  **PASSING** | **PERCENTAGE OF**  **MARKS** |
| B.E(Electronics  and Communication) | M V JAYARAMAN  COLLEGE  OF ENGINEERING.  (Bangalore University) | 2000 | 66.56% |
| PUC | MOUNT CARMEL  COLLEGE  (Department Of  Pre-University Education) | 1996 | 73% |
| SSLC(10th) | ST. ANNE’S GIRLS  HIGH SCHOOL  (Karnataka Secondary  Education Examination Board) | 1994 | 87% |

**COMPUTER SKILLS**

**Languages:** Knowledge ofHTML

**Programs**: MS Word, MS Excel, MS Outlook, PowerPoint

**Operating Systems**: MS Windows 98, MS Windows 95, MS Windows 2000, XP, UNIX, MS DOS

**Technical Writing:** Course done at Techno point, Bangalore.

**PROJECT EXPERIENCE**

Project Work at **Bharath Electronics Limited (B E L),** Bangalore.

Title : Design and development of PC interface Mobile Operating disk in Naval Tracking Radar

Duration : 6 months.

Platform : DOS, Windows.

Software : C programming.

**Description**:

The Naval Tracking Radar is the core of the Fire Control System (FCS) which mainly consists oftransmitters, receivers, tracking computer and tracker mounts. To monitor the status of these unitsspread throughout the ship, we use a Mobile Operating Desk (MOD). Implementation of MOD isperformed by interfacing with the PC. For the compatibility of the PC we use an ADDON CARDwhich is the replacement circuit for MOD. Software organization involves C programming inGraphics mode.

## **PERSONAL DETAILS**

Name : Prabhavathi.M

Husband’s Name : P.Madhusudan

Date of Birth : 15-08-1978

Sex : Female

Marital Status : Married

Nationality : Indian

Special interests : Internet browsing, Reading, Music, Dancing, Traveling.

#### **Language Proficiency**

Read : English, Kannada, Hindi, and Tamil.

Write : English, Kannada, Hindi, and Tamil.

Speak : English, Kannada, Hindi, and Tamil.

I assure you that the above-furnished information is true to the best of my knowledge and belief.

**Date**:

**Place**: Bangalore **Prabhavathi M**.