‍‍Showkat Syed

OBJECTIVE:

**My objective is to enhance my career graph in sync with company objectives leading me and my company to attain the summit of prosperity. To pursue a challenging and an exciting career with myriad opportunities to utilize and hone team management skills, leadership potential, conceptual and analytical skills.**

EXPERIENCE SUMMARY:

I have 10 plus years of work experience in Technical writing with good exposure to project management in space of product and plan documentation. I hold a Master’s degree in Business Administration **from a reputed university and attended executive** Managerial development Program from CWS Solutions. I am familiar with tools like Adobe Photoshop, Captivate, Illustrator, HTML, XML, CSS andvarious style manuals like Chicago and MSTP.My role and responsibilities in the industry can be summarized below:

* **Technical writing:**Expertise in Content Creation, Editing and content analysis and monitoring content in all stages of document development life cycle.Liaison with core team of client service manager, subject matter experts, project manager, QA and compliance to review documentation requirements and get their sign off.Expertise in product and procedure documentation (Oracle Apps), creation and maintenance of plan guides, plan administration manuals and status change matrix documents.
* **People Management:** Expertise in setting up individual goals and development areas for each team member, review their performance against the goals on a monthly basis and provide feedback, conduct half yearly performance reviews. Review monthly utilization and capacity estimation figures with business partners.
* **Project management:**Expertise in creating project plans with time and resource estimation in consultation with various business partners. Plan and Coordinate project schedules and make project assignments for multiple projects. Initiate capacity planning for upcoming projects and resource management. Set up project milestones andTollgate meetings with all the stakeholders.
* **Domain Knowledge:** Expertise in US Healthcare and Life insurancedomain enables me to provide business solutions, review and analyse the plan and procedure documentation and recommend changes and assist my team with clarifications.

WORK EXPERIENCE:

Fidelity Business Services India (p) Ltd. | Team Leader Technical Writing | March 2004 to Present

Ocwen Financial Solutions Limited | Associate | June 2003 to February 2004

HAYS Document Management | Associate | October 2002 to June 2003

MafoiManagement Consultants | Customer Service Representative | April 2002 to September 2002

Fidelity Business Services India (p) Ltd.

Team Leader Technical Writing | April 2011 to Present

Senior Specialist | January 2010 to March 2011

Work Group Leader | January 2007 to December 2009

Sr. Associate | March 2004 to December 2006

PROJECTS:

*Key sight new client implementation – March 2014 to April 2014*

* More than 120 new US healthcare and life insurance plans were authored.
* I was responsible for project management and resource allocation with assistance from a Program manager from US.

*Procedure Validation Project (Phase 1)– January 2014 to July 2014*

* In Phase 1, my team is currently reviewing 1400 existing procedure documents.
* Procedure Documents are sent to business owners for review. After review these documents are submitted back to content writers with actions like no changes, retire, simple, medium and complex changes. A writer completes the action and sends the document for final approval.

*Annual Plan Creation and Maintenance (2014) - September 2013 to December 2013*

* Every year employees of about 32 client companies’ change their benefits for next year during September to December time period.
* New Healthcare plans are added and there are many other plan changes. My team is responsible for making the changes in plan documentation.

*General Dynamics new client implementation – January 2013 – July 2013*

* More than 1200 new healthcare and life insurance plans were authored.
* I was responsible for project management and resource allocation with assistance from a Program manager from US.

*Straight street new client implementation – June 2013 –September 2013*

* More than 300 new healthcare and life insurance plans were authored.
* I was responsible for project management and resource allocation with assistance from a Program manager from US.

*CSS central website decommission - September 2012 to December 2012*

* This project has been initiated to remove content from web based platform into a new content management tool. Content needs to be moved or retired and all documents on the website to be archived.
* 5 technical writers from my team worked on this project.

*Annual Plan Creation and Maintenance (2013) - September 2012 to December 2012*

* Every year employees of about 32 client companies’ change their benefits for next year during September to December time period.
* New Healthcare plans are added and there are many other plan changes. My team is responsible for making the changes in plan documentation.

*Gold Standard INA health project - April 2012 to August 2012*

* This project was initiated to save $650,000 annually (reduce search time) by removing visible inaccuracies and content gaps across 3,000 healthcare and defined benefits plans and more than 12,000 topics were updated with new information.
* Project involved extensive interactions and support from SME’s from Client team and Fidelity phones organization.
* 8 technical writers from my team worked on this project.
* Missing content for 12,000 topics was provided by Client team SME’s for about 22 Fidelity clients. This information was reviewed and authored by my team using various tools.

*Gold Standard Content Re-Structuring (Phase 2) - February 2012 to June 2012*

* This project involved re-structuring of plan documentation for 865 Medical plans.
* New plan templates were designed and content from old plans was mapped into the new templates and plans were authored according to Fidelity style guides.
* Project was initiated to improve the efficiency and reduce content search time.
* 6 technical writers from my team worked on this project

*St. Barnabas/Office Depot new client implementations - October 2011 to December 2011*

* This project involved setting up of all healthcare plan documentation for above two clients.
* 6 technical writers worked full time on this project

*Disney new client documentation - June 2011 to September 2011*

* This was a major new client plan documentation project and involved setting up of all the healthcare plan documentation for Disney client.
* 6 technical writers worked full time on this project.

*Annual Plan Creation and Maintenance (2012) - September 2011 to December 2011*

* Every year employees of about 32 client companies’ change their benefits for next year during September to December time period.
* New Healthcare plans are added and there are many other plan changes. My team is responsible for making the changes in plan documentation.

*Gold Standard Content Re-Structuring (Phase 1) - April 2011 to June 2011*

* This Project involved restructuring of plan documentation for Eligibility, Life insurance and additional benefits plans across 32 clients. New plan templates were designed and content from old plans was mapped to the new templates and plans were authored according to Fidelity style guides.
* Project was initiated to improve the efficiency and reduce content search time. 4 technical writers from my team worked on this project from April 2011 to June 2011.

*India training and development project - August 2011 to July 2012*

* Traveled to US in 2011 for job shadowing with US writers and to conduct business meeting with US management team.
* Initiated new up-skilling trainings from September 2011 and successfully transitioned 5 FTE work to my team.

*PSW Client support Project (Bank of America) – January 2010 to March 2011*

* Primary contact from Fidelity for Bank of America HR contact.
* Responsible for handling Client queries regarding healthcare and life insurance plan documentation.
* Publishing urgent client communications, alerts and plan updates and information.
* Address issues in plan documentation in various sections such as life events, COBRA, eligibility, administration, medical, dental, vision and life insurance plans, FSA’s and Health saving Accounts.

*Inactive Billing Project (multi client) – June2008 to December 2009*

* Supervise a team of 14 associates responsible for maintaining inactive billing plan documentation for around 32 clients
* Ensure that plan and procedure documentation related to inactive billing is periodically reviewed for accuracy and completeness
* Ensure that accurate communications are sent to the participants whose benefits have been dropped due to nonpayment.
* Post urgent alertsand send required communications to participants if any issues have been identified.

*Benefits Documentation Project (multi client) – January 2007 to May 2008*

* Supervise a team of 20 associates responsible for maintaining Medical, dental, vision, life insurance and flexible spending account plan documentation for around 14 clients
* Ensure that plan and procedure documentation periodically reviewed for accuracy and completenessManage workflow, resource allocation and capacity management on various projects
* Interact with business partners and various key stake holders to report KPI’s
* Lead a group of Associates in transition, training, ramp, and production stages.
* Developed the process documentation (DMC) for health and insurance project. -- Yellow belt certified.
* Post urgent alerts and send required communications to participants if any issues have been identified.

*Benefits Documentation Project – General Motors – March 2004 to December 2006*

* Create, maintain, and delete health and insurance related plan documentation and records.
* Develop and maintain plan information in Benefits Guide and procedure documents in Online reference Library.
* Review the plan administration manual and Status Change Matrix documents and make the requested changes

Ocwen Financial Solutions Private Limited | Associate | June 2003 to February 2004

Team consisted of 15 Associates working for client Ocwen Bank. Team was responsible for various transactions with property tax collectors across different states in United States.

Responsibilities:

* Maintain escrow accounts and make property tax payments.
* Ensure that tax payments are made in time and any tax liens are removed.
* Research and interact with property tax offices to verify the amount of taxes outstanding for bank owned or escrow properties.
* Ensure that key performance metrics, like TAT, Accuracy, and efficiency are met.

HAYS Document Management | Associate | October 2002 to June 2003

* Review the employer and landlord references provided by an employee for the background check for Experian Client.
* Review the credit applications submitted to First National bank by customers of Computer world and approve or reject the application.

Mafoi Management Consultants Ltd | Customer Service Representative | April 2002 to September 2002

* My responsibility was to maintain the Motors and Health insurance documents and policies for Bajaj Allianz General Insurance.
* Develop insurance business from Kotak Bank customers.

EDUCATION:

MBA -IT | January 2000 to November 2001 | PES School of Management | VTU University | Grade A

BSC – Biology/Chemistry | January 1995 to November 1998 | Amar Singh College | Kashmir University | Grade A

Higher Secondary School | May 1992 to September 1993 | S.P. Higher Secondary | Kashmir State Board | Grade A

Secondary School | February 1991 to January 1992 | D.A.V School | Kashmir State Board | Grade A

ADDITIONAL COURSES

* Completed ILT in Adobe Photoshop.
* Certificate course in Technical Writing and instructional Design – TWB
* DISM from APTECH
* Familiar with MS word, PowerPoint, Excel, Windows 7 and 8