### *Standard Operating Procedures*

- Created a comprehensive SOP to streamline freight management processes for internal associates by integrating data from Yard, Driver, and Garage teams.
- The SOP standardized end-to-end procedures including load assignment, vehicle readiness checks, driver coordination, in-transit monitoring, and post-trip reporting. It ensured efficient communication through centralized systems and dashboards, reduced vehicle downtime, and improved on-time delivery performance.
- This documentation contributed to enhanced coordination, operational consistency, and regulatory compliance across the transportation department.

### *User Guides and Admin Guides*

- Created comprehensive User and Admin Guides for network automation-based technologies, targeting both technical and non-technical audiences.
- Collaborated with network engineers and product teams to understand tools and platforms. Authored detailed, task-based documentation covering system setup, configuration, role management, and troubleshooting.
- Used industry-standard tools like HTML and Git for content creation and version control. Ensured documentation quality through peer reviews, usability testing, and regular updates aligned with product releases.

### Online help systems

- Developed contextual and searchable help modules embedded within the application UI, enabling users to independently resolve issues related to automated provisioning and policy management.
- Created structured and user-friendly content, including tooltips, guided walkthroughs and task-specific help articles.
- Collaborated with SMEs, developers, and QA teams to ensure documentation was technically accurate, up-to-date, and aligned with agile product release cycles.
- Focused on improving user onboarding and reducing support ticket volume by delivering intuitive and self-service help experiences.
- Used tools like Robohelp, Visio and Snagit to publish responsive, modular content integrated with the product's frontend.

### FAQs and Troubleshooting Guides

- Created comprehensive FAQs and Troubleshooting Guides for a complex product, improving user self-service and reducing support tickets.
- Authored clear, structured content addressing common user queries related to device onboarding, task scheduling, and platform compatibility.
- Developed issue-resolution workflows for troubleshooting device onboarding, script execution failures, dashboard errors, and scheduling issues.
- Contributed to a knowledge base that empowered admins and end users to resolve issues independently, enhancing platform adoption and usability.