

Gagan Singh

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I am a qualified professional with more than three years of experience with the help of my adaptability and my grasping power, I hope to enhance my skillset in accordance with your organizational objectives. I have experience across several domains including content creation, maintenance, management and governance for a project specialising in Public or private cloud, learning management systems, Salesforce, testing and cloud telephony domains.

Work Experience:

Provar Testing

(October 2022 - Ongoing)

Technical Writer:

Worked on products such as **Provar Automation**, **Provar Manager** and accomplished the following.

- Trained in Salesforce Administrator and Automation testing tool.
- Learned about WordPress to create and update knowledge articles.
- Created User Manuals, Installation guides for various plugins.
- Ensured the timely publication of numerous product Release Notes and documentation.
- Helped Customer Support teams with documentation to help clients.

Real Time Data Services Pvt. Ltd.

(November 2019 - October 2022)

Information Developer:

Worked on products such as **Acefone**, **Servetel**, **ACE cloud Hosting** and **TATA-Smartflo**. Accomplished the following.

- Created User Manual, SOP documents, software documentation, and drafted MOM for the projects.
- Creating, managing, and reviewing release notes, patch releases, and bug fixes.
- Preparing FAQs and video tutorials.
- Experienced in creating API documentation, demo samples, and readme files provided by developers.
- Create and update customer documentation, document libraries, and knowledgebase portals.
- Working with Agile scrum teams to increase productivity.
- Creating, managing and analysing performance data and other information.
- Familiar with DITA, XML, HTML/CSS and Markdown.

- Created code samples and test components.
- Conducted initial testing for in-house applications and websites.
- Created Infographics, wireframes, and network diagrams for high-end technical software.
- Researched and worked on marketing blogs and conducted peer reviews.
- Created R&D documentation.
- Created a Learning management system(LMS) for telephony agents.
- Mentored incoming freshers to the team, providing technical feedback and training.

Accenture

(April 2019 - September 2019)

Application Development Associate:

- Design, build and configure applications to meet business requirements.
- Learned about business and functional knowledge to meet the overall objectives.
- Was provided training as a Java resource.

Skills: Git, JIRA, Confluence, Markdown, Camtasia, WordPress, Salesforce Administrator and MS office.

Education:

Central Board of Secondary Education	2012 - 2013
Senior Secondary, Science	80%
Guru Gobind Singh Indraprastha University, India	2013 - 2017
Bachelor of Technology, Computer Science	66%

Projects:

GrimCry

- GrimCry is an interactive Virtual Reality adventure game modelled after our college campus.
- Led our team and published our game on the Google Play Store, [Play Store Link](#).

AR Mela

- As part of a pilot program by Reliance Corporation, developed an Augmented Reality based experience.
 - Deployed an Indian Carnival Game for the JioGlass platform.
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Achievements:

Won various awards such as **Innovation** and **Going extra mile** awards in the current organization for multiple projects.