BHASKAR DONTARAJU

PROFILE

Loyalty, commitment, and discipline are integral to my character. I am a highly motivated information developer with good expertise and hands-on experience across structured authoring tools, API reference writing, UX writing, style guides, and Document Development Processes. I also hold a Bachelor's degree in Science from Singhania University.

CONTACT

LINKEDIN:
linkedin.com/in/bvdontaraju/

WEBSITE

https://dbvamsi.github.io/

SKILLS

Technical: RestAPI, Basic JavaScript, HTML/CSS, Markdown, Doc-as-Code, DITA XML, Understanding of SQL, JSON, understanding of C++
Tools: MS Office, Madcap Flare, Confluence, Jira, Git, FrameMaker, RoboHelp
Languages: Fluent in English, Telugu, & Hindi; German greetings (in progress)
Certifications & Training: Certified Technical Writer

WORK EXPERIENCE

epay – Munich, Germany
Technical Writer   *February 2022 – Present*
- Created a word template to document internal IT projects
- Gathered information and created epay UP developer portal (October go live planned)

Salesforce – Hyderabad, India
Technical Writer   *October 2021 – January 2022*
- Learned the Salesforce way of documenting
- Worked on a Release Note project

HONEYWELL TECHNOLOGY SOLUTIONS – Hyderabad, India
Exp Technical Writer   *December 2019 – October 2021*
- Completed six cross-functional documentation projects (3-month long) so far, with 98% do/say ratio
- Delivered critical API documentation, two new user guides, and one Online help following the Right First-Time principle, on time
- Created complete documentation for two critical APIs decreasing nearly 70% of their support tickets
- Reduced errors by 20% by creating a forum for fellow writers to participate in peer reviews

TECH MAHINDRA – Hyderabad, India
Senior Analyst/Technical Writer   *April 2018 – November 2019*
- Spearheaded a vital project by leading three other colleagues to deliver documentation with 97% accuracy
- Developed about 40% of online help and co-authored nearly 80 help-centre pages for the Life Sciences client's internal tool using Adobe RoboHelp, cutting up to 30% of support tickets
- Created crisp and effective voice-over text for video tutorials and chatbot solutions as part of the content strategy to reduce helpdesk calls by 10%

APEX COVANTAGE – Hyderabad, India
Technical Writer   *September 2016 – April 2018*
- Developed five new user guides, two SOP's, and Online help for client's tax research tool over three yearly releases
- Increased customer satisfaction by nearly 40% by taking the initiative to convert legacy API documentation
- Mentored two new technical writers for the team
- Performed research on end-users and their document delivery expectations, directly reducing effort wastage by 35%

CAMP SYSTEMS – Hyderabad, India
Process Associate/Technical Writer   *August 2014 – September 2016*
- Wrote nearly 20% of Installation, User guides, task card procedures for aircraft along with my team
- Incorporated seventy-five maintenance revisions/service bulletins into aircraft manuals over eight months with zero errors
- Participated in four writing workshops over one year, improving my productivity by 45%
- Received STAR Performer award for developing crisp troubleshooting content for hardware installation issues via twenty-three knowledgebase articles