

# Sourav Pal

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## CAREER OBJECTIVE: -

I am seeking a position of an Information Developer or Technical Writer, where I can use my experience to contribute to document development of the product in your organization.

**Total Experience: 6+ years**

## TECHNICAL WRITING SKILLS: -

- Proficient in structured **XML** and **SGML** based document writing on **Oxygen, XMetal, Adobe Frame Maker, Arbortext Editor, RoboHelp** and **Madcap Flare**.
- Knowledge on writing and editing documents on **MS Word, MS Excel, MS PowerPoint, SAP PR2, Adobe Acrobat** and **Quicksilver**.
- Knowledge on illustration applications, like **Microsoft Visio** and **Adobe Illustrator** and screen capturing applications like **Snipping tool, Snagit** and **HyperSnap**.
- Proficient in developing documents based on Agile methodology & Waterfall methodology. Worked with **JIRA, Agile Central (Ralley), VersionOne** and **Workfront** for tracking the document development.
- Used **Confluence** and **SharePoint** for receiving inputs and host the completed documents for a release.
- Used **Perforce, Smart Pubs, SDL Tridion, Ixiasoft DITA CMS, MS SharePoint** and **GitHub** for Content Management System.
- Used **Salesforce, Bugzilla** and **Bug DB** to manage and track defects or bugs in documents or application.
- Used **Tortoise SVN** and **GitHub** as a version control tool for some publications and chip-code publishing.
- Have an excellent understanding of documents writing standards, such as **Microsoft Style of Technical Publication (MSTP)** standard and **The Global English Style Guide** (from SAS) of the enterprise software and hardware domain. **ATA100, ATA iSpec 2200, ASD S1000D Standards, ASD-STE 100** of aerospace domain.
- Have an excellent understanding of the **Darwin Information Typing Architecture (DITA)** guidelines.
- Familiar with **DDLC** and **SDLC** processes.

## PROJECT MANAGEMENT SKILLS: -

- Demonstrated the ability to work with cross functional teams (global teams).
- Provided document update progress report during each iteration and document submission status during each release to all stakeholders.

- Trained new employees and led a team of 3.
- Pursuing PGD in Operations Management from IGNOU.
- Tested the JIRA environment and deployed it in Tech Comms team, establishing the documentation workflow.
- Pursuing project management certifications for **Certified Scrum Master** and **PRINCE2**.

## **PROFESSIONAL EXPERIENCE: -**

### **Qualcomm Inc, Bangalore, India**

#### **Intermediate Technical Writer**

**Jan 2019 – till date**

- Developing documents by coordinating with cross-functional teams across different geography (UK and China) like the Development team, Customer Engineering team, Application Management team and Program Management team.
- Successfully maintaining and updating product documents, such as User Guides, Online Help, Quick Start Guide, Getting Started Guide, REST API Getting Started Guides, Data Sheet, Package Specification, Hardware Design Guide, Application Notes, Performance Specification and Technical Reference Manual and several middleware guides during the chipset development cycle.
- Acts as focal point for any changes that happens on the above-mentioned documents.
- Fix documentation bug or defects when the engineering team assigns it to the Information Development team.
- Works as a documentation program manager for 3 programs. Work on End-to-End process, that is project planning, resource management and delivery plan in JIRA.
- Helps the product owners to write the PRDs and the user stories for internal publication. I also work on schemas, templates and whitepapers for the Engineering and Marketing team.
- Works on Documentation Market Readiness, that is testing the hardware and software developed by the Dev team with the document developed by the Tech Comms team in the Business Unit.
- Works on the document standardization (align with DITA 1.2) and Migration for certain legacy documents.

### **Dell EMC Pvt. Ltd, Bangalore, India**

#### **Technical Content Developer**

**Dec 2017 – Jan 2019**

- Developed documents by coordinating with cross-functional teams across different geography like the Development team, Testing team and Program Management team.
- Successfully maintained and updating product documents, such as User Guides, Online Help, Quick Start Guide, Software Change Notice, Admin Guide, Security Guide and REST API Getting Started Guides during the iteration period of product development.
- Owned of 9 plugin guides of the product. I am the point of contact for any changes that happens on these documents.
- Fixed documentation bug or defects (all 9 plugin guides on top of other guides) when the engineering team assigns it to the Information Development team.

- Supported the UX development team to ensure the product's UI is aligned as per Dell EMC information standards.
- Helped the product owners to write the PRDs and the user stories for internal publication. I also work on schemas, templates and whitepapers for the Engineering and Marketing team.
- Worked on the document standardization (align with DITA 1.2) for all the documents of my product. I also an active contributor towards competitive analysis of Dell EMC product documents.
- Assisted the Client Support team to create marketing and tutorial videos using Camtasia Studio.

## Wipro Limited, Bangalore, India

### Senior Executive (Technical Writer)

**Feb 2017 – Dec 2017**

- Owned deliverable documents, such as product documents and release documents.
- Developed documents by coordinating with cross-functional teams, like the Development team & testing team.
- Successfully maintained and updated Product documents, such as User Guide, Admin Guide, Reference Guide, Maintenance Guide/Troubleshoot Guide, FAQ Guide, and Security Guide during the iteration period of product development.
- Timely delivered the release documents, such as Upgrade Guide and Release Note on release dates.
- Created documents the deliverable documents with 100% quality.
- Initiated and fixed 95% errors of existing documents based on DITA guideline.
- Assisted Developers, Testers to create documents such as Whitepapers and Test Report.

## Capgemini Technology Services India Pvt. Ltd., Bangalore, India

### Associate (Technical Writer/Author)

**Feb 2015 – Feb 2017**

- Wrote documentation for a telecommunication company as a client which included Administration Guide, User Guide, Planning and Installation Guide, Quick Reference Guide, Release Notes and Technical Datasheets.
- Managed the documentation process for multiple projects for Connect Client and Mobility solutions.
- Analyzed software development requirements and determined the deliverables that can be committed for a specific release.
- Interviewed subject matter experts for inputs (created PRD for them), conducted reviews of technical content with development and testing teams, compared the documentation against product functionality.
- Participated in product team meetings and communicate the document status, issues and concerns.
- Fixed documentation bugs to keep the documents updated and improve the quality of the documents by using Salesforce as a defect/bug tracking system.
- Installed new builds on clients and compared the functionality against the document.
- Assisted System Engineers, Developers, and Testers to create templates and update documents, such as Product Architecture Documents, Test Report and Whitepapers.
- Analyzed the intent of the change drivers, validated with engineering documents/drawings and then authored on various Aircraft Manuals, such as Aircraft Maintenance Manual (AMM), System

Description Section (SDS), Illustrated Parts Catalog (IPC), Structure Repair Manual (SRM), Illustrated Tools & Equipment Manual (ITEM) and Standard Practices Manual (SPM).

- Promoted to lead the User Comments team (3-member team). I successfully led the team till the end of my tenure in Capgemini.
- Associated with new hire training and process refresher training.
- Involved in tech pubs recruitment process. Worked as a peer reviewer of new joiners.

**IBM India Pvt. Ltd., Bangalore, India**

(Payroll of 2Comms India Pvt. Ltd.)

**System Administrator-Technical Support**

**Oct 2013 – Feb 2015**

- Worked as system administrator for the end users of O2 Ireland, Oxfam Britain, QBE, Saint Gobain, Transport for London, Jaguar Land Rover, Atkins Global with issues related to windows active directory, domain password resets, IBM Tivoli, Maximo and BMC Remedy incident management and Lotus notes issues. I was also associated in the QA and approval process of the knowledge base articles and worked closely with the documentation (knowledge base management) team.

**EDUCATIONAL QUALIFICATION: -**

- Pursuing Post Graduation Diploma in Operation Management (PGDOM) from IGNOU.
- B.E. in Aeronautical Engineering with 7.53 CGPA in 2013 from St. Peter's University, Chennai.
- 12<sup>th</sup>/ISC with 81% in 2009 from the Assembly of God Church School, Kolkata.
- 10<sup>th</sup>/ICSE with 84% in 2007 from the Assembly of God Church School, Kolkata.

**ABOUT ME: -**

I am fluent in English, Hindi and Bengali and a beginner in learning French. I am an automobile enthusiast, a foodie and love to experiment cooking new dishes watching YouTube. I love reading Bengali novels, especially the thrillers. I love watching thriller TV-series on Amazon Prime & Netflix!

**Date:**

**Place:** Bangalore

**SOURAV PAL**