

Contact

www.linkedin.com/in/technicaldocumenter (LinkedIn)

Top Skills

Basics of Salesforce Admin
Conga Revenue Lifecycle Cloud
X-Author for Contracts

Languages

Hindi
English
Gujarati

Certifications

Understanding Confluence for users, managers and admins
ISO 9001:2015 QMS Internal Auditor
Learn API Technical Writing - JSON and XML for Writers
Learn API Technical Writing 2: REST for Writers

Vaishali S.

Technical Writer | Information Developer | Software Product Documenter | Creative Product Photographer
Ahmedabad, Gujarat, India

Summary

I am a seasoned software technical writer with 7+ years of experience in US HealthCare and Telecommunication domains. As a Technical Writer, I create and modify documents like online help, user guide, procedural manual, installation guide, operation and maintenance guide, troubleshooting guide, training material, admin guide, API documentation, and release note.

Skill Highlights:

- Ability to simplify and present complex technical processes in layman's terms
- Understanding of concepts such as topic-based writing and topic reusability
- Basic knowledge of GitHub, Markdown, Jekyll, Swagger, and Postman
- Basic knowledge of wireframing and prototyping
- Ability to demonstrate software products to internal and external stockholders
- Internal as well as external coordination and communication
- Domains handled: US Healthcare IT and Telecommunication
- Methodology: Agile, DDLC, and SDLC
- Authoring and Editing Tools: Adobe RoboHelp, Atlassian Confluence, Microsoft Office, Adobe Photoshop, and TechSmith Snagit
- Project Management/ Tracking tools: Team Foundation Server and Atlassian JIRA
- Wireframing and Prototyping tools: Balsamiq, Draw.io, and InVision App

#technicalwriter #technicaldocumentation #softwaredocumentation
#technicalwriting #microsoftword #healthcaredocumentation
#telecommunication #informationdeveloper #APIdocumentation
#docsascode #RESTapidocumentation

Experience

Conga

Sr Technical Writer

April 2023 - Present (9 months)

STL - Sterlite Technologies Limited

Senior Technical Writer

September 2020 - March 2023 (2 years 7 months)

Ahmedabad, Gujarat, India

- Software Product Documentation
- Training Documentation

AssureCare LLC

Technical Writer

January 2019 - August 2020 (1 year 8 months)

Ahmedabad, Gujarat, India

FKA iPatientCare Pvt. Ltd.

iPatientCare

Technical Writer

March 2016 - December 2018 (2 years 10 months)

Ahmedabad Area, India

Key Responsibilities :

- Created pre-release note, release note, online help, user manuals, installation guides, implementation guides, how-to guides, API documentation, FAQs, quick reference guides, training manuals, demo presentations, etc. for various healthcare software products (i.e., EMR, EHR, EPP, Telemedicine, RCM, Medical Billing)
- Created supporting documentation for the "ONC Health IT" and "HL7 FHIR" certifications
- Created documentation for the CMS Quality reporting
- Collaborated with SMEs, Developers, Testers, and Support teams to procure relevant information and ensure timely delivery of the documentation
- Participated in software design meetings to review design options and recommend alternatives based on User Experience and Industry Standards

- Delivered product training within the organization

Revival Pixel - Unzip Absolute Quality

Manager Business Development | Business Proposal writer | Business Analyst

August 2014 - February 2016 (1 year 7 months)

Ahmedabad Area, India

Key Responsibilities :

- Involved in international business development
- Created technical project proposals and pitches for a global consumer base
- Involved in requirement analysis, workflow diagram, wire-framing, prototyping, and user acceptance testing
- Prepared post-go-live support documents
- Provided the first level of support after the project go-live

Engineering Consultancy

Consulting Engineer

October 2011 - July 2014 (2 years 10 months)

Gandhinagar, Gujarat

Key Responsibilities:

- Participated in business development, CRM, voice & non-voice sales, and developing market exposure
- Prepared technical proposals and tender documents for various projects
- Created technical data sheets, user guides, installation manuals, and other related documents for various instruments/equipment
- Developed and maintained templates for marketing collateral

Education

Gujarat University

BE, Engineering · (2007 - 2011)