

### Contact

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**Email :**

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**Phone no:**

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**Location:**

📍 Bengaluru

### Professional Skills

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- Time management- Achieving on time delivery.
- Conflict resolution & Problem-solving methodology.
- Attention to details to deliver quality product.
- Knowledge of authoring tools.
- Researching - Obtaining statistical data.
- Writing skill.
- Communication – Know how to interact with stakeholders.

### Education

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**BE: Telecommunication**

Don Bosco institute of technology, Bangalore-2019.

### PROFESSIONAL SUMMARY

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Dedicated and detail-oriented Technical writer with 2.8 years of experience in documenting software systems, products for a variety of audiences.

### Work Experience

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**Accenture : Trust and safety Associate/Technical writer  
[Jun 2021– Apr –2024]****Key responsibilities:**

- Analyzing and understanding the business requirements, translate into technical design documents.
- Developing CRM Applications by Configuration/Scripting/Workflows/EAI.
- Gathered accurate and relevant information by utilising the product directly and inquiring with experts.
- Basic knowledge on Oxygen XML.
- Utilization/ deployment of practitioners and maintain their up-to-date status, handling relocation, conducting behavioral meeting.
- Reviewing the document created by development team.
- Work with client representatives to understand product features and functionalities, and then develop user guides, and administrative guides for a Learning Management System (LMS) product.

**New Found Systems: Associate Software Engineer.  
[Jan 2020– Jan 2021]****Key responsibilities:**

- Writing functional document and code review.
- Involved in debugging, troubleshooting and resolving production issues related to java.
- knowledge on SQL for database querying and data analysis.

### Technical skills

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- **Operating Systems** : Window/Linux
- **Technical Writing Tools** : Microsoft Word, RoboHelp  
Microsoft PowerPoint, SnagIt, Adobe FrameMaker.
- **Design Tools** : Canva, Dreamweaver
- **Markup languages** : HTML/Basic XML