GEETHA R

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Technical writer skilled in creating clear software documentation, user manuals, and templates. Experienced in editing content based on client feedback. Looking for a technical writing position to apply my skills and create high-quality documentation.

SUMMARY

I have 9.5 years of experience in technical writing, with a strong understanding of the Documentation Development Life Cycle (DDLC), technical writing standards (Microsoft Manual of Style, Chicago Manual of Style), and the Software Development Life Cycle (SDLC). I am experienced in creating and editing various technical documents, including user manuals, product tutorials, online help guides, and presentations.

SKILLS & EXPERTISE

- **Technical Writing**: Expertise in drafting, editing, and reviewing product documentation, manuals, and tutorials.
- **Domain Expertise**: Advanced knowledge in **Accounts**, **Education**, and **Healthcare** sectors and **Networking**.
- **Content Strategy & Management**: Experience in planning documentation roadmaps and ensuring consistency across platforms.
- **Project Management**: Managed documentation projects with a focus on quality and deadlines, using tools like **JIRA** and **Trello**.
- **Editing & Proofreading**: Strong background in proofreading and editing technical content for clarity and accuracy.
- **Leadership**: Led a team of 5 members (2017-2020), providing mentorship and training in grammar, technical concepts, and tools.
- **Communication**: Excellent at collaborating with cross-functional teams and clients to ensure documentation meets business needs.
- **Adaptability**: Quick to learn new software and tools, and always looking for ways to improve documentation processes.

SKILLS

- User Manuals
- Design Documents
- Maintenance Manuals
- Troubleshooting documents
- Demo Presentations
- Installation and Deployment Guide
- Training Guides
- Functional Documents
- KB Articles
- Video Tutorials
- Architecture Documents
- Release Notes
- Computer Based Training (CBTs)

TECHNICAL SKILLS

- Adobe RoboHelp 9
- Madcap Flare
- Confluence
- DITA, Oxygen XML
- Adobe Publisher
- Adobe Frame Maker 10
- MS-Office 2013, Office 365
- SnagIt 10, Snipping Tool
- Camtasia Studio 8 Macromedia Captivate
- MS Visio 2003 and 2010
- Photoshop CS5, Adobe Illustrator

EXPERIENCE

Deputy Manager (Technical Writer)

Wipro | February 2022 – Present

- Working as Technical Writer for Cyber Security Applications.
- Update Documentation based on each release.
- Managing the documentation repository based on the product releases.
- - Actively using Confluence to maintain project documentation and facilitate cross-functional collaboration.

Senior Technical Writer

Micro Focus (Payroll – Encora) October 2021 to February 2022

- Worked as Senior Technical Writer for Cloud Based Applications.
- Worked on the ITOM Practitioner Portal on Number of releases.
- Develop content based on each release.
- Fix the defects raised by the customers.

Technical Writer

Employer: IQVIA, June 2020 to July 2021

- Worked as dedicated technical writer for IQVIA Customer Portal and Applications.
- Developed efficient documents which are useful for the end users.
- Created and maintained technical documentation in **Confluence**, facilitating team collaboration and version control.
- Worked with SMEs to prepare 100% project documents for different applications.

Technical Writer

Boscooft Technologies Pvt Ltd, October 2014 to January 2020

- Supervised a team of 5 members in the Technical writing department for all the Products and Projects.
- Mentored and guided employees ensuring all were trained in product knowledge and capable of performing assigned duties.
- Assumed the criteria and responsibility of a team leader by creating more production in the department to grow and exceed Performance level and goals.
- Provided additional training to members of my team.
- Develop end-user product documentation in an agile environment while meeting 100% of team deadline.
- Authored and managed content using DITA XML for structured documentation across multiple platforms.
- Developed topic-based content modules in Oxygen XML Editor aligned with DITA standards.

EDUCATION

- **BCA** (2013)-Bachelor of Computer Applications, Indira Gandhi National University, Yellagiri Hills

- **PGDIT (2013)**-Post Graduate Diploma in Information Technology, BIIT, Yellagiri Hills

- **HSC (2010)** – St Antony's Hr. Sec School, Elathagiri (Krishnagiri) Dt. TN

- **SSLC (2008)** – Our Lady's Hr. Sec School, Madhagondapalli

LANGUAGES

- English
- Tamil
- Kannada
- Telugu

PERSONAL INFORMATION

- **Date of Birth:** 30.05.1993
- **Gender**: Female
- **Nationality**: Indian
- **Marital Status**: Single

CERTIFICATION

- Certified **Scrum Master**.
- Certified **Internal Auditor**.
- **ISO 9001:2015** Certified Internal Auditor (Quality

HOBBIES AND INTERESTS

- Reading Books
- Dance
- Gardening