Kavitha Gowda

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Technical Writer
Content Management • Cloud Products • Online Help • XML

Versatile technical writer with a strong 10+ years background in cloud-based SaaS platforms. Effective verbal and written communicator who excels in writing for installation and upgrade guides, implementation guides, migration guides, getting started guides, and web-based online help. Wrote knowledge base articles, UI text, release notes, scripts for product feature videos, and API documentation. Also, created product feature videos with narration. Flexible team player who works well with people within the team and across business units. Able to explain complicated, technical concepts in a simple manner.

I have a deep understanding of XML-based authoring, single-sourcing, content reuse using profiling, requirements for single-topic publishing, and areas that impact the E2E from authoring, localization, to final delivery.

Documentation Deliverables

- Web-based Help, HTML Help, RoboHelp
- Installation and Upgrade Guides, User Guides
- Getting Started Guides and Migration Guides
- How-To Videos and Tutorials
- Release Notes
- Content Management
- API Documentation
- User Interface Text
- Knowledge Base Articles

Tools

- DITA, DocBook-Based Content Management System – Vasont, XMetaL, Acrolinx
- Agile/Waterfall PM methodology
- Perforce
- Jira
- Confluence
- Camtasia Studio, Snagit, Visio, Photoshop
- Outlook
- Stoplight API tool
- RoboHelp
- MS Word, MS Excel, MS PowerPoint
- Adobe Frame Maker, Adobe Acrobat
- Slack
- Etrack defect management tool
- Sharepoint
- HTML, SGML, XML and XSL

Senior Principal Information Developer (remote)| Symantec | 2013 - 2019

Managed and developed all documentation deliverables for the Endpoint Protection Small Business Edition cloud product as a sole writer in an agile environment.

- Collaborated with the product owner, program manager, developers, QA, and support to analyze requirements and improve user experience.
- Developed topic-based cloud help, administration guide, getting started guide, upgrade guides, troubleshooting, monthly customer release notes, and several knowledge-based articles and FAQS for the upgrade and migration projects.
- Wrote script, provided narration, and created How-to and parity videos.
- Migrated 6 guides from Word to Vasont content management system according to standards for Symantec Threat Defense for Active Directory.
- Contributed towards development of Symantec Endpoint Protection Cloud REST API Reference guide.
- Instrumental in driving the terminology efforts across Symantec products.
- Worked on improving the Search Engine Optimization (SEO) of content.
- Provided UI Text – Tooltips, Step-by-step walk throughs, Warnings, Field Descriptions, Confirmation Messages
- Managed Jira admin work – Created epics, stories, dynamic queries through Confluence.
- Reviewed UI mockups for proposed new features to ensure UI consistency with accepted standards and terminologies, and for localization for consistent user experience.
- Collaborated with Support to identify gaps and create content based on search results.

Principal Information Developer (remote)| Symantec | 2011 – 2013

Responsible for reviewing the new in-house cloud Symantec Help system (SymHelp) functional specs and collaborating with the development team for implementation.

* Setup SymHelp deliverables for all IT Management Suite of products – 30+ cloud deliverables.
* Created SymHelp system reference document, best practices, and presentations for the team.
* Consulted with each writer on their deliverable.
* Created best practices for reusing SymHelp deliverables for Web publishing as well.
* Continued to work with the SymHelp development team on enhancements and defects.
* Mentored 10+ team members on the document management system and various processes.
* Collaborated with Legal to create InfoDev instructional document on 3rd party legal notice and open source attribution policy.
* Worked on Planning and Implementation guide for the complete suite of products.
* Reviewed product functional specs, planned, and updated the team on prioritizing and managing the requirements.

Senior information Developer | Symantec | 2006 – 2011

Mentored new team members on document management system and various processes – includes Vasont, XMetaL, topic organization, using graphics, technical and editorial review, building and publishing doc packs and more.

* Instrumental in successfully migrating all BindView product guides and online Help content to Symantec's Vasont Content Management tool.
* Edited content based on Symantec writing standards for consistency and localization requirements.
* Edited content as topics for single sourcing.

Information Developer | BindView | 2003 – 2006

Created and maintained the RoboHelp Style sheet and Template for the BindView Online-Help.

* Devised context sensitive Online-Help using RoboHTML.
* Responsible for creating and maintaining the RoboHelp Style sheet and Template for the BindView Online-Help.
* Developed User Guides, Quick Start Cards, Getting Started Guides for the Control Compliance suite (Active Directory, Exchange, and NDS management products) using Adobe Frame Maker. This includes layout, design, graphics and maintenance.
* Developed context sensitive Online-Help using RoboHTML.

Education: Bachelor of Computer Science