middlesex community college

Application: Technical Writer

Resume/Curriculum Vitae

Version1.0

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# Introduction

This document provides a Cover Letter and Resume for the application of the position of Technical Writer with Abcxyz company Inc.

# Cover Letter

I am excited to be applying for the position of **“Technical Writer”** with Abcxyz company Inc.

My most recent experience was as an Agile software Project Manager with CVS Health Inc and I have several years of experience as a software developer as well. My ability to ensure stakeholder buy-in and promote team collaboration allowed me to successfully help launch several digital healthcare products created by cross- functional software development teams on several Agile Release Trains. I have a good understanding of customer motivation and a knack for proactively helping address customer needs.

The most recent Reduction in Force at CVS Health Inc prompted me to re-evaluate my current skill set and experience. After careful consideration, I have decided to transition careers to Technical Writing where I would be perhaps more successful in leveraging my education, skills and prior experience in software development and management while contributing towards enriching the documentation space within an organization. I have already enrolled in a Technical Writing Certification course at a local College to help ensure my success in this role.

Communication, servant-leadership, creativity, conflict resolution, critical thinking, self-organization and a work ethic that focuses on diversity and inclusion would be some of the skills that I would bring with me to this role.

I am eager for the opportunity to bring my unique blend of skills to Abcxyz company Inc.

Thank you for your consideration.

Sincerely,

Madhumita

# Senior Scrum Master/Agile Coach

Seasoned Senior Agile Project-Program Manager with a strong track record in the digital product space. Experienced in managing multiple product teams and driving enhanced productivity and performance.

## KEY SKILLS

### Hard Skills

Agile and Waterfall Methodologies • Sprint Planning and Execution • Backlog Management • Facilitation and Conflict Resolution • Agile Metrics and Reporting • Continuous Improvement and Retrospectives • Agile Coaching and Training • User Story Writing and Refinement • Agile Tooling and Software • Agile Testing and Quality Assurance • Agile Project Management • Agile Release Management.

### Soft Skills

Leadership and Team Management • Communication and Presentation Skills • Collaboration and Cross-Functional Coordination • Problem-Solving and Critical Thinking • Adaptability and Flexibility • Time Management and Prioritization • Empathy and Customer-Centric Mindset • Decision-Making and Strategic Planning • Conflict Resolution and Negotiation • Facilitation and Coaching • Servant Leadership and Empowerment • Continuous Improvement and Learning Mindset.

## PROFESSIONAL EXPERIENCE

**AETNA - CVS HEALTH INC.,** Hartford, CT  **August 2018 – August 2023**

**Senior Manager, Agile Project Management**

Oversaw the engineering delivery of Web and Native App. teams (Android & iOS).

**2010 - 2018**

**WOLTERS KLUWER INC**., Waltham, MA **2016 - 2018**

**Senior Agile Project Manager**

**BMC SOFTWARE**, Lexington, MA **2015 - 2016**

**Senior Agile Project Manager**

**UNITEDHEALTH GROUP (OPTUM),** Waltham, MA **2013 - 2015**

## EDUCATION

* **Master of Science, M.S., Project & Program Management**
  + Brandeis University, Waltham, MA
* **Bachelor of Science, B.S.(Honors), Computer Science &Engineering**
  + University of Mumbai, India

## CERTIFICATIONS

* Certified Scrum Professional® | Scrum Alliance Inc., Westminster CO
* Certified Scrum Product Owner® | Scrum Alliance Inc., Westminster CO
* PMP (Project Management Professional) | PMI, Newtown Square, PA

END