

NIVETHA T





Senior Technical Writer

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SUMMARY

As an accomplished technical writer with over 7 years of experience in delivering clear, user-focused documentation across both software and hardware domains. I specialize in crafting clear and concise guides, streamlining content workflows, and fostering cross-functional collaboration to empower teams in achieving their goals.

KEY ACHIEVEMENTS

- **Timely Documentation**
Consistently delivered high-quality documents on a scheduled basis.
- **Process Improvement**
Achieved a 30% reduction in documentation review time through the implementation of new processes.
- **Knowledge Transfer Success**
Facilitated successful knowledge transfer sessions.
- **Stakeholder Satisfaction**
Increased stakeholder satisfaction rating by 50% in a key project.

SKILLS

Arbortext Editor		Adobe Illustrator		Azure Devops Platform		Adobe Indesign		Confluence		Figma
HTML	DDLc	Jenkins	JIRA	Microsoft Office		Oxygen XML	SAP	SDLC	SnagIT	XML

EDUCATION

- 08/2013 - 05/2017
- Coimbatore
- B.E Aeronautical Engineering
- Hindusthan Institute of Technology

EXPERIENCE

- 04/2024 - Present
- Bangalore, India
- Technical Writer (Power Products)
- Schneider Electric Private Limited
- A multinational company specializing in energy management and automation
- Created and updated detailed **user**, **installation**, and **cybersecurity** documentation for **mobile** and **desktop** applications, ensuring technical accuracy, user accessibility, and compliance with industry standards.
 - Created and maintained comprehensive **FAQ** content for software products to improve user experience, reduce support queries, and enhance product usability.
 - Migrated legacy guides to align with the new standardized format as per company requirements.
 - Peer reviewed **user interface application messages** in collaboration with development teams to enhance usability and ensure documentation reflects the latest interface changes and user workflows.
 - Utilized AI tools to optimize content and manage content lifecycle within CI/CD pipelines.
 - Analyzed **Jira tickets** to collect valuable information for preparing various guides on specific topics.
 - Performed self-review to identify technical gaps, ensuring the delivery of high-quality documentation.
 - Managed multiple guide projects simultaneously while consistently meeting all deliverable deadlines.
 - Received an appreciation email for the successful delivery of the mobile user guide.

EXPERIENCE

03/2022 - 12/2023 •

Bangalore, India

Business Support Specialist (Fujitsu Network & Communication)

Fujitsu Consulting India Private Limited

A global technology services company

- Created and revised user guides, **release notes**, **API Documentation** and **CLI reference guides** for various products in accordance with style guides.
- Gathered technical inputs from PLM/PSE, Developers, and Testers as per documentation requirements.
- Analyzed and implemented various inputs such as Product Requirement Sheet, Release Specification Agreement, and User Interface Specification for creating a Documentation Project Plan to add new features in the guides.
- Revised graphics using **Snagit** and Paint.
- Planned and delivered tickets in a sprint-wise manner.
- Proven successful in working with **tight deadlines** and in a challenging environment.
- Followed Fujitsu standards to craft thorough and well-written content.
- Peer-reviewed documents for technical information, writing standards, and styles to maintain quality.
- Contributed to the creation of a technical solution guide for **Gen1 Radio 5G wireless**.
- Extracted weekly reports and communicated with stakeholders to update the project's progress.
- Proficient in Software Development Life Cycle (**SDLC**) and Document Development Life Cycle (**DDLC**) processes.

10/2021 - 03/2022 •

Bangalore, India

Technical Writer (Power Tools & Lifting)

Ingersoll Rand

A world leader in creating comfortable, sustainable, and efficient environments

- Revised technical documents, including **Product Information Guides**, **Declaration of Conformity**, and Parts List, to meet specific client requirements.
- Translated content into **multiple languages** following approval of the English version.
- Designed a standardized document format (Template) to ensure consistency across all technical procedures.
- Created mock-ups by analyzing **engineering sources** to visually represent figures.

11/2017 - 09/2021 •

Bangalore, India

Associate Consultant (Total Process Manager)

Capgemini Technology Services

A global leader in consulting, technology services, and digital transformation

- Created and revised **user guides** for Total Process Manager (TPM) application.
- **Collaborated** closely with the software development team to gather technical details for developing user guides.
- Enhanced performance, provided support, and was a **vital member** of a large, centralized documentation team.
- Mentored and **shared best practices** within the team.
- Implemented a specialized checklist within the team to ensure consistent and satisfactory progress in terms of quality.
- Conducted **Root Cause Analysis** and facilitated brainstorming sessions to ensure the production of high-quality technical documents.
- Prioritized tasks effectively handled multiple projects and met stringent deadlines.
- Managed technical writing projects **end-to-end**, encompassing requirement assessment, **workflow tracking**, and timely project completion.