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| SUMMARY Tech writer for SaaS applications doc deliverables: developer and user doc / online help, UX writing, API doc, SEO, technical whitepapers, release doc, training material, multimedia, and more. Specialist in agile SDLCs, meticulous researcher for product knowledge, collaborator and tools enthusiast. Contact 91-9849219693  pratima.mahtani@gmail.com  Flat # 807, Aparna Aura,  Filmnagar Road No 79,  Shaikpet  Hyderabad – 500096  <https://github.com/Pratimam01/Github-PM>  <https://www.linkedin.com/in/pratima-mahtani-5343b62/>  **Personal Info:**  Date of Birth: 06-Dec-1966  **Highlights:**   * CLM for Public Sector – doc & training material for US federal government agencies * Extensive UX writing for GTM products * Knowledgebase technical articles, datasheets, and whitepapers * Product design key collaborator * Writers mentor * SaaS applications |  | Pratima Mahtani   |  |  | | --- | --- | |  | WORK EXPERIENCENow From April 2023 – current  Currently working on freelance projects – doc, UX writing and other doc deliverables ServiceNow Software Ltd., as Staff Technical WriterFrom Dec 2021 to April 2023  * Documented guides and release notes for DevOps and Service Catalog (part of IT Services Management) * UX writing during product development design cycles * Multi-media development for products * Cross product integration doc  Oracle India Pvt. Ltd., as Senior Principal User Assistance Developer/Technical WriterFrom March 2004 to Nov 2021  * Created user facing and API doc deliverables for SaaS Customer Experience Marketing: Figma UX reviews, release readiness material, Oracle Help Center updates, multimedia. * Documented the Oracle Order Management on-premise application (part of Oracle e-Business Suite (EBS) ERP): user guides, implementation guides, API guides, and release notes. * Documented the Oracle Procurement on-premise application: user guides, implementation guides, API guides, and release notes. * Documented guides and online help for EBS Federal Procurement (Oracle Contract Lifecycle Management for Public Sector). This application addresses the e-procurement requirements of US Federal Government civilian and defense agencies. * Online help creation and training material for federal customers. * Product designs: reviewed product designs from product management; participated in product design discussions and brainstorming meetings. * Edited and proofread customer-facing documents for compliance with standards. * Updated Knowledge Base articles and whitepapers to help product and support teams provide latest technical content to customers.   **ITB India Pvt. Ltd – now TietoEvry (Pune), as Senior Technical Writer**  From August 2002 to March 2004   * Created user and administrator manuals for ITB’s flagship hospital management software product; wrote whitepapers, developed web page content, and other supporting documents requested by product teams.   **Future Focus Infotech (Chennai), as Technical Writer**  From April 2000 to July 2002   * Documentation for Visual Basic application (Cold Point) for tracking service calls for an AC vendor. * Worked closely with the Training division to create curriculum for ASP.NET courses.   **Brunel Energy (Jakarta, Indonesia), as Programmer**  From 1997 to 2000  Developed software modules (such as accounting, container tracking) for oil and gas organizations (Maersk Oil, Talisman Energy) and shipping client (Maersk Line) using Visual Basic.  **First Computers (Chennai), as Faculty**  From 1995 to 1997   * Trained new trainers to ensure they were using training tools / techniques. The trainers would then teach students who enrolled for courses in various centers. * Designed and developed curriculum for various Microsoft based product courses. * Internal Auditor for ISO-9000.   **Computer Exchange (Calcutta), as Senior Sales Executive**  From 1992 to 1995   * Sold hardware and software packages, along with services such as annual maintenance, to corporate clients. * Conducted training sessions for corporate client batches on end-user packages.   **ITC Classic Finance (Calcutta) as Operations Executive**  From 1991 to 1992   * Developed a broker tracking and commission calculation application using Foxpro2. * Trained users to migrate to a Unix-based system for managing fixed deposits.   **Computer Point (Calcutta) as Sales Executive**  From 1988 to 1991  Worked at Computer Point as a Sales Executive to sell consumables, software packages, and hardware (PCs and peripherals) EDUCATIONB.A. Literature 1985-88 Calcutta University, Calcutta, IndiaDiploma in Systems Management from NIIT (National Institute of Information Technology) – 1 yearISO-9000 Internal Auditor CertificationMS-Visual Basic 6 Development – Drake Intl, SingaporeMS-Visual Basic 6 Distributed Applications – Drake Intl, SingaporeOracle e-Business Suite (EBS) Essentials, Oracle EBS Inventory Management, and Oracle EBS Accounts Payables – Oracle, Hyderabad  * ***Soft skills training (contributed, actively participated, and facilitated):***   + Managing Unconscious Bias; Diversity, Equity, and Inclusion   + Various org compliance and standardization   + GDPR and HIPPAA compliance   + Company sponsored UX writing and technical writing classes, authoring tools, online help, and so on   + Mentoring and facilitating junior writers success paths via formal mentoring programs  tools XML DITA based authoring tools for developer and user doc, along with release notes: Madcap FlareArbortext EpicOxygen 25 Other tools to help with doc output such as screenshots, videos, training material, UX writing:  TechSmith Snagit & Camtasia  MadCap Capture & Adobe Dreamweaver  Figma for UX writing  User Productivity Kit (UPK)  Planning, publishing, doc processing, online help creation tools:  Github, Eclipse, Github Desktop, CLI  Jira (planning/ tracking), Jarvis (doc publishing), HTML, XML  Microsoft Office, Microsoft Visio, Adobe Acrobat, Acrolinx | |  |  | |
|  |  | Confluence, Sharepoint, doc patching tools, zoomin |
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For knowledge articles and whitepapers: MyOracleSupport, Knowledgebase