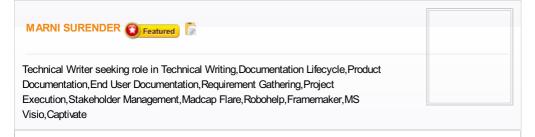


1800 102 2558 | +91 9818882211







Current Designation: Technical Writer Total Experience: 6 Year(s) 0 Month(s)

Current Company: Agility E-Services Notice Period: 15 Days or less

Current Location: Hyderabad / Secunderabad Highest Degree: MS/MSc(Science) [Gis software]

Pref. Location: Hyderabad

Functional Area: IT Software - Application Programming /

Maintenance

Role: Technical Writer

Industry: IT-Software/Software Services

Key Skills: Technical Writer, Technical Writing, Documentation Lifecycle, Product Documentation, End User

Documentation, Requirement Gathering, Project Execution, Stakeholder Management, Madcap

Flare, Robohelp, Framemaker, MS Visio, Captivate

Verified : L. Phone Number | Email - id

Last Active: 20-Jan-21 Last Modified: 20-Jan-21

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Work Experience | Education | IT Skills |

Summary

A competent professional offering 6 years of experience in Product Documentation and Technical Writing

Currently associated with Agility E-Services as Technical Writer; contributing in UCustoms Project (Ubiquitous Customs),

Royal Malaysian Customs Department (RMCD) by

producing high-quality documentation that contributes to the overall success of the application/product

Experienced in preparing, reviewing, revising & maintaining technical documents including

software specifications, user guides, release notes, help files, proposals & brochures

Possess understanding of SDLC, DDLC and Agile Methodology

Proven skills in actively coordinating with overseas Development & Testing Teams and clients, mapping & analysing technical requirements and documenting new or changing product functionality

Familiar with technical publication style guides like Microsoft Manual of Style (MSTP)

Work Experience

Agility E-Services as Technical Writer

Mar 2020 to Mar 2020

Project: U-Customs Project (Ubiquitous Customs), Royal Malaysian Customs Department (RMCD) Description:

The objective of U-Customs project (Ubiquitous Customs) is to automate the customs process in all custom locations (seaports, airports

and land-border stations) in Malaysia. It covers all services & procedures for international trade and logistics requirements. It provides

a multi-agency collaborative system, meeting the policy and procedural needs of more than fifty (50) cross-border agencies. U-Customs

also connects the customs system with the logistics community, i.e. ports, zones, and warehouses.

Role:

Interviewing Business Analysts, Developers, Test Engineers, customers, and all the business stakeholders to obtain an in-depth

understanding of the requirements

Writing all project-related end user documents and maintaining world-class documentation that meets applicable standards

Coordinating with the Development and Testing Team to develop software design solution for the applications used in the UCustoms Project

Developing BRD, FRD and business & functional specifications to ensure smooth execution of the project

Rendering support to the team in preparing software requirements documents

Assisting in pre-sales and business analysis activities

Learning complex concepts, and communicating the information in a way that is engaging and understood by users Gathering feedback on documentation to improve usability

Important

· Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld

Agility E-Services as Technical Writer

Mar 2020 to Till Date

- * Interviewing Business Analysts, Developers, Test Engineers, customers, and all the business stakeholders to obtain an in-depth understanding of the requirements
- * Writing all project-related end user documents and maintaining world-class documentation that meets applicable standards
- * Coordinating with the Development and Testing Team to develop software design solution for the applications used in the U-Customs Project
- Developing BRD, FRD and business & functional specifications to ensure smooth execution of the project
- * Rendering support to the team in preparing software requirements documents
- * Assisting in pre-sales and business analysis activities
- * Learning complex concepts, and communicating the information in a way that is engaging and understood by users
- * Gathering feedback on documentation to improve usability

NISC Export Services Pvt. Ltd. as Medical Indexing Specialist

Dec 2017 to Mar 2020

Role:

Followed documentation lifecycle and developed, modified & updated User Guides, Service Manuals, Help Files and System Admin.

Guides for Texas Medical Center, Houston, Texas Successfully worked in an Agile environment to write new and update existing documents, and assist other writers in daily work

Provided updates to Documentation Manager/Lead and team members on time

Maple Software Pvt. Ltd. as Software Quality Analyst

Jun 2014 to Dec 2017

Role:

Prepared, modified & updated various technical manuals for Massachusetts General Hospital, Boston, Massachusetts Developed Healthcare documentation as per industry standards and appropriate audience skill level

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Education

UG: B.Sc (B.Z.C.) from AV. College of Arts and Science, Osmania University in 1996

PG: MS/M.Sc(Science) (Gis software) from V.V. College of Arts and Science, Osmania University in 1999

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IT Skills

Skill Name	Version Last Used	Experience
MS Word, Madcap Flare, Robohelp		
MS PowerPoint, Adobe Framemaker		
Author IT, Snag IT, Ms Visio, MS Excel		
ADOBE CAPTIVATE		

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Languages Known

Language	Proficiency	Read	Write	Speak
Hindi				
English				
Telugu				

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Affirmative Action

Work Authorization

Category: General
Physically Challenged: No

Job Type: Permanent Employment Status: Full time

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