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MARNI SURENDER ⭐ Featured 📝

Technical Writer seeking role in Technical Writing,Documentation Lifecycle,Product Documentation,End User Documentation,Requirement Gathering,Project Execution,Stakeholder Management,Madcap Flare,Robohelp,Framemaker,MS Visio,Captivate

Current Designation: Technical Writer

Current Company: Agility E-Services

Current Location: Hyderabad / Secunderabad

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 : 📞 Phone Number | Email - id

Total Experience: 6 Year(s) 0 Month(s)

Notice Period: 15 Days or less

Highest Degree: MS/M.Sc(Science) [Gis software]

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

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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

- **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

Education

UG: **B.Sc (B.Z.C.)** from **A.V. 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**

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			

Languages Known

Language	Proficiency	Read	Write	Speak
Hindi				
English				
Telugu				

Affirmative Action

Category: General

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time