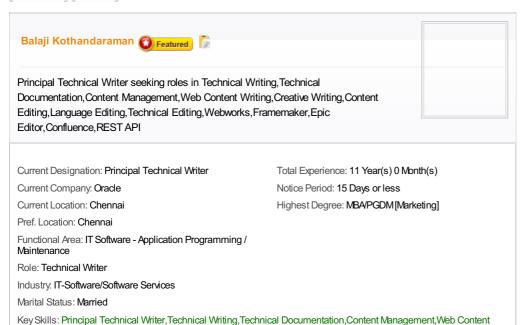


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Editor.Confluence.JIRASVN

Jump to Section | Work Experience | Education | IT Skills |

Last Modified: 19-Jan-21

### Summary

Last Active: 19-Jan-21

Principal Technical Writer with ten plus years of work experience in developing content in the Information Technology sector. Skilled in Technical Documentation and Content Writing.

Laid off recently due to as part of organization restructure with the entire team.

 $Writing, Creative\ Writing, Content\ Editing, Language\ Editing, Technical\ Editing, Webworks, Framemaker, Arbor\ Text\ Epic\ Epic$ 

# **Work Experience**

Oracle as Principal Technical Writer Sep 2015 to Till Date

Tools used for documentation:

Arbor Text Epic Editor, Frame Maker, Web Works, Confluence, JIRA, SVN and OCE (Oracle Content and Experience)

Create and update the end-user documents based on the multiple software enhancements for the monthly release. Interact with the Product Management team to have a clear insight on various projects. Update the Siebel Bookshelf library and publish the guides in the portal for the monthly release.

Track the project progress every week and synchronize with the team in SanFrancisco (SFO) to provide updates every week.

CipherCloud:

Tools used for documentation:

Frame Maker, RoboHelp, MS office Suite and JIRA

Prepare the Installation guide, Upgrade guide, User guide and Release Notes for the various Applications Releases. Coordinate with the development team and Quality Engineers to prepare the Install and Upgrade documents, User Guide and Release Notes for the Applications releases.

Interact with the Product Management team and Program Management Office (PMO) to have a clear insight on various projects.

Create or update the end-user documents based on the multiple software enhancements for various releases.

CipherCloud as Senior Technical Writer Jun 2010 to Jul 2015

Tools used for documentation:

Frame Maker, RoboHelp, MS office Suite and JIRA

Prepare the Installation guide, Upgrade guide, User guide and Release Notes for the various Applications Releases. Coordinate with the development team and Quality Engineers to prepare the Install and Upgrade documents, User Guide and Release Notes for the Applications releases.

Interact with the Product Management team and Program Management Office (PMO) to have a clear insight on various

# 1

## **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. projects.

Create or update the end-user documents based on the multiple software enhancements for various releases.

Collabnet Software as Senior Technical Writer

May 2010 to May 2014

Tools used for documentation:

Oxygen XML Author, RoboHelp, MS Office Suite and SVN.

Create new help topics or modify the existing topics based on multiple software enhancements for various releases.

Focus on the documentation deliverables by working closely with the product management team and other cross-functional teams

Mentor and manage the team members on the set of processes and authoring tools.

Touch-base with the documentation team in Brisbane for the documentation deliverables.

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#### **Education**

UG: B.Com (Commerce) from Madras University in 1999

PG: MBA/PGDM (Marketing) from Symbiosis Institute of Management Studies (SIMS) in 2001

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#### IT Skills

Skill Name	Version Last Used	Experience
Oxygen XML Author		
ROBOHELP		
MS Office Suite		
SVN		
FRAVE MAKER		
Web works		
Arbor text epic editor		
Confluence, Jira		

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# Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Tamil				

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#### **Affirmative Action**

#### **Work Authorization**

Physically Challenged: No

Job Type: Permanent
Employment Status: Full time

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