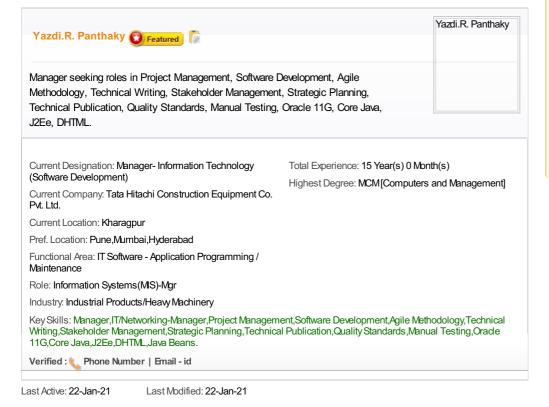


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Summary

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Currently leading a team of 6 members & driving them towards process efficiency. Highly skilled in drafting technical publications for software industry, possess exceptional knowledge of Enhanced Technical Information Management Systems. Managed & maintained technical publications & content services roadmap; organized & prioritized tasks while maintaining a high level of attention to detail. Proficient in editing original manuscripts of documents & ensuring accurate technical information. Expertise in obtaining technical information provided by developers and transforming it into understandable, concise Help for the end-user. Developed clear, concise, and informative documentation for internal stakeholders and regional operations teams. Skilled in Agile & Waterfall methodologies with proficiency in managing projects and new systems implementations for streamlining operations within time and cost parameters as per organizations' quality standards

Work Experience

Tata Hitachi Construction Equipment Co. Pvt. Ltd. as Manager- Information Technology (Software Development)
Jul 2006 to Till Date

Kev Result Areas:

7 Spearheading the end-to-end Strategic Planning & Leadership, Technical Publications, Software Development Support Services, Vendor

Management, Techno-Commercial Operations, Training & Development and People Management

? Developing and improving end-to-end vendor life-cycle management processes

Work Experience | Education | IT Skills |

? Managing regular senior level collaborative meetings between vendor and business; ensuring there are metrics across all KPIs to ensure

performance management

- ? Liaising with software support staff & vendors; managing the department budget to ensure goals are met
- ? Providing inputs to vendors to resolve technical problems; researching, reporting and correcting any quality assurance issues
- ? Managing the Technical Writing process; developing life cycle of publication process and evaluating documented products
- products
 ? Documenting all technical reports; developing flow diagrams, creating & editing the reports
- ? Managing the people & multiple cross-product projects
- ? Coordinating with various teams and developing the required documentation in compliance with release schedule
- ? Determining the department standards and designing style guide for documentation
- ? Enhancing all technical publications with developing and incorporating new technologies and tools in production process
- ? Ensuring all documentation to be completed on time
- ? Assisting customers & resolving all bugs in systems in coordination with Quality Assurance and documentation teams
- ? Analyzing the customer needs and providing required technical documentation to software application users
- ? Developing all writing according to required standards and style guide

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- ? Evaluating published materials & performing format of content and recommended necessary changes
- ? Analyzing sketches, diagrams and photographs and publishing appropriate ones with documentation
 ? Assisting production team and preparing layout of materials for publication

- ? Managing the format and distribution of materials

Highlights:

- ? Led the successful installation of Teamcenter 2 & 4-tier in windows server & client workstations
- ? Managed the administration of Application & Business model of TC UA10.1.2
- ? Led the ITK customization in C/C++ & RAC Customization & SOA

Fronted Multi-site Administration & Configuration in TC UA10.1.2 using multi-site Assist 3.3

- ? Managed the vendors for delivery of servers & workstations services with focus on ensuring timeliness, quality and efficiency
- ? Delivered customized applications for Teamcenter processes that resulted in savings of up to 56 hours in effort and reduced costs by 20%

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Education

UG: B.Sc (Electronics) from Poona College of Arts, Science & Commerce, Pune in 2000

PG: MCM (Computers and Management) from Indian Institute Of Cost And Management Studies & Research, Pune in 2006

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IT Skills

Skill Name	Version Last Used	Experience
Win7, Oracle 11g		
C,/C++, Java J2EE		
.NET Framework 4.5		
CoreJava, JDBC, Sockets, Applets		
Java Server Pages, Servlets		
Java Beans, HTML, DHTML		
JAKARTA STRUTS		
Data Structures		
Database management system		
JAKARTA STRUTS		
Apache Ant 7.1		
Manual Testing		
Test director 7X		
Win Runner 7.1		
Automation Testing		

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Gujarati				

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Affirmative Action

Work Authorization

Category: General Physically Challenged: No Job Type: Permanent Employment Status: Full time

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