



**Ankita Mishra**

CSM Sr. Technical Writer seeking roles in Technical Writing, Technical Documentation, Business Writing, Report Writing, Content Writing, Arbortext Epic Editor, FrameMaker, RoboHelp, MS Visio, MS Paint, Photoshop, JIRA, DITA Certified, SCRUM Master, Confluence

Current Designation: Sr. Technical Writer

Current Company: Accion Labs Pvt. Ltd.

Current Location: Bengaluru / Bangalore

Pref. Location: Bengaluru / Bangalore

Functional Area: IT Software - Application Programming / Maintenance

Role: Technical Writer

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Sr. Technical Writer, Technical Writing, Technical Documentation, Business Writing, Report Writing, Content Writing, Arbortext Epic Editor, FrameMaker, RoboHelp, Adobe Illustrator CS4, MS Visio, MS Paint, Photoshop, JIRA, EDIMS, Rally, Confluence, DITA

Verified : Phone Number | Email - id

Total Experience: 11 Year(s) 0 Month(s)

Notice Period: 2 Months

Highest Degree: B.B.A/ B.MS [Management]

Last Active: 20-Jan-21

Last Modified: 20-Jan-21

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## Summary

As skilled professional with documentation experience of 10.5 years in Technical Writing, Business Analyst, Marketing Collateral, Business / Report Writing. Proficient in completing the writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology. Expertise in writing different types of content from various domains. Very good understanding of technical Writing principles, writing process and objectives. Ability to interact with Subject Matter Experts and co-ordinate the reviews. Analyze or study the audience to learn their needs and write the document as per their understanding level.

## Work Experience

### ■ **Accion Labs Pvt. Ltd.** as Sr. Technical Writer May 2019 to Till Date

#### Roles & Responsibilities:

- Created user guide for DRIVE web application for finance domain.
- Created API reference manual for API used in web application.
- Created technical guide for developers to show workflow of address parser and name parser functionality, explaining class, methods, libraries used etc.
- Created technical guide for internal gateway and scheduled task.
- Created guide for secure coding practices.
- Created induction guides for various project.
- Created solution design document for Invoice Automation.
- Created re-engineering approach and architecture design presentation for DRIVE application.
- To create functional and technical documentation did analysis of C# code, SQL database.
- Engage with development and testing teams locally to create documentation.
- Communicated with customer representatives for feedback and distribution.
- Utilized exceptional writing, editing and proofreading skills to produce engaging and error-free content.
- Having understanding of business analyst role and documentation process.

### ■ **P3 Group Pvt. Ltd.** as Sr. Technical Lead Aug 2014 to Apr 2019

#### Roles & Responsibilities:


- Estimation and resource planning based on the requirements from the Line of Business.
- Detailing and prioritizing requirements for the technical communication team.
- Planning the roadmap and creating milestone stage gates for individual projects.
- Accountable for tracking projects across business units and reporting to management.
- Interact with counterparts in other geographies to support on their documentation needs.
- Creating and reviewing storyboard for training video creation and online help manuals.



### 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.

Creating User guides, installation guides, marketing content and other documents for the Technical Transfer Files supplied to panel builders.  
Creating documents for project management software application and data migration software application.  
Creating reports for network testing and performance.  
Write, edit, and proofread technical content for different target audiences.  
Gather information from functional specifications, hands-on use of software, and by interviewing product specialists.  
Work with global and cross-functional teams to elicit information.

 **Capgemini India Pvt. Ltd.** as Sr. Technical Writer  
Sep 2009 to Jul 2014

Roles & Responsibilities:  
Create and updated Getting Started guide, Installation and Upgrade guide, CLI Reference, Release Notes, and FRUs for specific releases.  
Engage with development and testing teams locally to create product documentation.  
Define and create the process guide for the project.  
Edit and updating the existing documents for the subsequent releases  
Work on defects in the documents  
Created user guide for software applications like ADF, DME, Wi-Fi Data Link, and EICAS etc.

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## Education

UG: **B.B.A/ B.M.S (Management)** from **Sikkim Manipal University (SMU)** in 2012

Other Qualifications/Certifications/Programs:  
scrum master

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## IT Skills

Skill Name	Version	Last Used	Experience
MS Office Suite			
JIRA, EDIMS and Rally			
PHOTOSHOP			
Adobe Illustrator CS4			
MS Visio, and MS Paint			
Arbortext Epic Editor			
FrameMaker 2017 and RoboHelp			

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## Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				

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## Affirmative Action

Physically Challenged: No

## Work Authorization

Job Type: Permanent

Employment Status: Full time

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