

Objective

Motivated and skilled **Technical Writer** with expertise in product and instruction manuals. Possessing a strong organizational aptitude and a logical approach, I excel in researching technologies and delivering clear and concise product and process information. I am actively seeking a full-time position where I can leverage my expertise and continue enhancing my skills.

Profile

- Nine+ years of experience in Technical Documentation, API Documentation, Release Notes, and Azure Data Engineer.

Professional Summary

Hands-on experience in Technical Documentation:

- As a Technical Writer, experienced in planning, authoring, editing, reviewing, testing, installation manuals, and more.
- Efficient in documenting user-friendly Online Help, and API Reference Guides with example codes written in JSON and XML.
- Creating and updating the API Technical Specifications on the Developers Portal - Collaboratively working with developers, quality engineers, product managers, and usability experts to produce high-quality API Technical Specifications.
- Worked on different domains like Health, Network, and ELM.
- Complete understanding of SDLC, and DDLC.
- Work experience on Agile Methodology.
- Understanding the Business Requirements and Functional requirement for the project.
- Experience in Jira / Confluence environments as well as various Microsoft applications (word, excel, SharePoint, etc.).
- Create and manage historical repository of RFP documents, technical questionnaires, and client presentations.
- Through the use of KPIs and other metrics, continually review and improve the Process.
- Using established tools and best practices (and identifying new opportunities) to improve overall writing quality and efficiency, working closely with COE peers.
- Reviewed digital content (content, images, videos etc. authored on AEM platform to validate if it's meeting business objectives and corporate standards.
- Experience in interacting with multiple teams and meeting tight schedule.
- Managed and maintained the organization's Learning Management System (LMS).

- Created and managed user accounts, roles, and permissions within the LMS.
- Developed and delivered training materials for LMS users.
- Designed and organized courses, modules, and content in the LMS.
- Mentoring and helping new team members and responsible for the ramp-up of new hires.
- Ensures all work is carried out and documented in accordance with required standards, methods, and procedures and creates an employee onboarding program for new joiners.
- Proactive in identifying and drive continuous improvement by resolving customer issues and creating content focused on reducing the support call volume.
- Quick learner of new technologies, products, and business processes with excellent listening, verbal, and written communication skills, and an ability to manage multiple tasks and deadlines.
- Created Pipelines in ADF using Linked Services/Datasets/Pipeline/ to Extract, Transform, and load data from different sources like Azure SQL, Blob storage, Azure SQL Data warehouse, write-back tool, and backward.

Software Skills

- Authoring Tools: MS Office, Adobe Frame Maker, RoboHelp, DITA, XML Editor, Arbor Text, Adobe Captivate, Camtasia, Madcap Flare, MindTouch Google Docs, and Google Sheets.
- Graphic Designing Tools: Corel Photo-Paint, Adobe Photoshop, Fireworks, Microsoft Visio, Lucid Chart, Adobe Captivate, Microsoft Paint, SnagIt, Smart Draw
- Web Designing: MS Front Page, Adobe Image Ready. HTML, CSS.
- Wiki-based tools like Confluence.
- API Documentation: Postman, Swagger, Putty and Eclipse.
- Defect Tracking tool: JIRA, Kanban and Digital.ai boards, GitHub
- Cloud Technology: MS Azure services such as Azure Data Factory, Azure Blob Storage, ADF Pipelines, Azure Storage Services, Azure SQL Database, Azure Databricks, Azure Synapse Analytics, and basic knowledge of Snowflake.

Strengths

- Good Judgement Skills
- Interpersonal Skills and Communication Skills
- Good Team Player

Professional Journey

Senior Technical Writer | Greenway Health India Pvt Ltd | July'2022 to Jan'2023

Description: Greenway Health, LLC is a privately-owned vendor of health information technology including integrated **Electronic Health Record**, practice management, and revenue

cycle management solutions. Intergy, Greenway's cloud-based EHR and practice management solution, serves ambulatory healthcare practices.

Roles and Responsibilities:

- Create User Guides, Release Notes, and API Reference Guides.
- Ensures all work is carried out and documented per required standards, methods, and procedures.
- Worked with the team in planning and work distribution.
- Report defects in a timely manner and log the same into the Bug tracking tool.

Technical Writer III | Mitrtech Pvt Ltd., Hyderabad | March'2020 to July'2022

Description: Mitrtech is a **proven global technology** partner for corporate legal departments and risk and compliance professionals seeking to raise productivity, control expenses, and mitigate risk by deepening organizational alignment, increasing visibility, and spurring collaboration across the enterprise.

Roles and Responsibilities:

- Create User Guides, Release Notes, and API Reference Guides.
- Ensures all work is carried out and documented per required standards, methods, and procedures.
- Worked with the team in planning and work distribution.
- Report defects in a timely manner and log the same into the Bug tracking tool.

Earlier Career Snapshot

Lead Technical Writer/ Scrum Master | TCP Wave Pvt Ltd., Hyderabad | May'2019 to Sep'2019

Lead Technical Writer/ Scrum Master | Altruista Health Services Pvt. Ltd | July'2014 – April'2019

Academics

- Master of Business Administration (MBA)
- Bachelor of Engineering (BE) in Mechanical
- Diploma in Mechanical Engineering

Certification

- Certified Professional Scrum Master (**PSM**)-I
- **Microsoft Certified:** Azure Data Engineer Associate (Microsoft - 2024)
- **Salesforce** Certified Administrator.