

## 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

- Eight+ 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, API Reference Guides with example codes written in JSON & XML.
- 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.
- Working with defect management tool JIRA.
- Experience in interacting with multiple teams and meeting tight schedule.
- 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.
- Proactive to identify 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, XML Editor, Adobe Captivate, Camtasia, Madcap Flare, MindTouch Google Docs, and Google Sheets.
- Graphic Designing Tools: Corel Photo Paint, Adobe Photoshop, and 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 on Snowflake.

## Strengths

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

## Experience Summary

Worked as Technical Writer

|    |                               |                         |
|----|-------------------------------|-------------------------|
| 1. | Freelancer                    | Feb'2023 to till date   |
| 2. | Greenway Health India Pvt Ltd | Jul'2022 to Jan'2023    |
| 3. | Mitrates Pvt Ltd              | March'2020 to Jul'2022  |
| 4. | TCPWave Pvt Ltd               | May'2019 to Sep'2019    |
| 5. | Altruista Health Services     | July'2014 to April'2019 |

## Professional Journey

### Senior Technical Writer | Greenway Health India Pvt Ltd | Jul'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 Guide, Release Notes and API Reference Guides.
- Ensures all work is carried out and documented in accordance with required standards, methods and procedures.

- Worked with the team in planning and work distribution.
- Report defects in timely manner and logged the same into Bug tracking tool.

### **Technical Writer III | Mitrtech Pvt Ltd., Hyderabad | March'2020 to Jul'2022**

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

#### ***Roles and Responsibilities:***

- Create User Guide, Release Notes and API Reference Guides.
- Ensures all work is carried out and documented in accordance with required standards, methods and procedures.
- Worked with the team in planning and work distribution.
- Report defects in timely manner and logged the same into 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 | Jul 2014 – Apr 2019**

### **Academics**

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