



RAMESH THANGAMANI

TECHNICAL WRITER

CONTACT

- +91 8148955228
- rameshtm95@gmail.com
- Chennai

EDUCATION

- 2015 - 2018
- RAJALAKSHMI ENGINEERING COLLEGE
- BE - Aeronautical Engineering

SKILLS

- Technical Writing (Software Documentation & User Guides)
- DITA Framework
- Structured Documentation
- XML and Topic-Based Authoring
- Docs as code (Markdown & GitHub)
- Visual Studio Code (Markdown Editing)
- Microsoft Technical Publication Standards (MSTP)

AUTHORING TOOLS

- Confluence
- Madcap Flare
- Microsoft Word
- Oxygen XML Author

VISUAL EDITING TOOLS

- Camtasia
- Shotcut
- Snagit

PROJECT MANAGEMENT

- Jira
- SharePoint

PROFILE

Detail-oriented Technical Writer with 5.7 years of total work experience, including 4 years focused on technical writing. I specialize in creating clear, easy-to-follow documentation such as user guides, quick start guides, getting started guides, FAQs, and release notes. I work well with SMEs to understand complex topics and write them in simple terms. I use tools such as Confluence, Oxygen XML, MadCap Flare, Microsoft Word, and Git. I enjoy organizing information and helping users get what they need quickly.

WORK EXPERIENCE

Thryve Digital Health LLP, Chennai

2022 - PRESENT

Technical Writer

- Create and revise comprehensive end-user guides while ensuring adherence to MSTP.
- Strong understanding of technical writing principles, processes, and objectives.
- Knowledge in XML and DITA for structured documentation and topic-based authoring.
- Collaborate closely with product SMEs to coordinate documentation reviews and ensure accuracy.
- Develop Getting Started guides for new users.
- Write user-friendly content that meets the needs of target audiences.
- Test both the product and its documentation for accuracy and consistency.
- Create video tutorials using tools such as Camtasia to help target audiences understand complex procedures.

Cognizant Technology Solutions, Chennai

2021 - 2022

Technical Writer

- Write user-friendly technical documents for software products that meet the needs of target audiences.
- Develop quick start guides for both technical and non-technical audiences.
- Write frequently asked questions (FAQs) and usage scenarios to improve the user experience.
- Assist managers in estimating and tracking documentation work to meet product release dates.
- Independently gather information from subject matter experts (SMEs) to develop, organize, and write product documentation.
- Use Jira as the primary source of information to understand user stories and requirements.
- Test both the product and its documentation for accuracy and consistency.

SOFT SKILLS

- Attention to Detail
- Communication
- Collaboration
- Empathy
- Time Management

CERTIFICATIONS

- Technical Writing certification course by Tech Writer's Tribe
- Advanced Unit - Touch Typing certification by typing.com

PROFESSIONAL DEVELOPMENT

- Active member of a technical writing community group
- Regularly follow podcasts and industry leaders (e.g., Write the Docs, Cherryleaf Podcast)
- Read articles and blogs on evolving trends in technical communication and documentation tools

LANGUAGES KNOWN

- English
- Tamil

Mr. Cooper, Chennai

2018 - 2020

Process Associate

- Verify the accuracy of HUD-related documents such as loan applications, AOMs, and appraisals, and send them to the onshore team for correction.
- Ensure that occupancy certificates are current and accurately recorded.
- Package verified HUD documents and submit them for onshore review.
- Review post-liquidation loans and calculate legal expenses within the Reverse Mortgage division.
- Collect tax receipts and HOA documents, ensure accuracy, and submit them to the appropriate departments for processing.