

Reshma Mohammed, Technical Writing Certified, ITIL

Profile Summary

I am a qualified, experienced and an expert technical writer with a total of about **9+ years** of work experience in the **IT sector**; specializing in **end user documentation and Online help Documents**. I am systematized, accurate and, efficient in researching new technologies with emphasis on clarity, entirety and concision. I work in an outlined fashion, yet flexible and comfortable to work in new ways and environments.

Core Competencies

An excellent professional record with impeccable performance encompassing projects related to the **IT Sector**

Core Competencies include:

- End User Documentation
- Online Help Documents
- Embedded and Nonembedded Help (Context Sensitive Help)
- API Documentation
- Training Guides
- How-to Guides
- Structured Writing (DITA)
- Release Note/ IPI Document

Key Accomplishments

- **Dell International Services**: Recipient of **Dell Champion** award for the fiscal year FY14.

Training & Certifications

- **Professional**: Technical Writing Certified / ITIL Certified/Beginner's Data Science certified with R

Professional Experience

Deloitte & Touche LLP

Lead Business Analyst 2

July 2019 – Present

Key Deliverables

- Develop Getting started guides, How-To guide, E-learning videos and online helps.
- Work in Agile Methodology with Scrum teams Coordinate with the publishers, technical team, software developers, QA, and TPM in Standups, Planning and Grooming sessions.
- Work on Snagit for image capturing, Oxygen for DITA Documents and Astoria for Content Management System.
- Work on Adobe Captivate for videos and Natural Readers for voice-overs to create E-learning videos.
- Mentoring and interviewing new technical writers at the workplace.
- Subject-matter expert for the applications that I am responsible.

GE India, Hyderabad

Sr. Technical Writer

August 2018 to July 2019

Key Deliverables

- Worked on Industrial Internet of Things application named Predix Manufacturing Solution.
- Develop Getting started guides, installation and troubleshooting guides, and online helps.

- Work in Agile Methodology with 4 Scrum teams Coordinate with the publishers, technical team, software developers, QA, and TPM in Standups, Planning and Grooming sessions.
- Work on Snagit for image capturing, Oxygen for DITA Documents and Astoria for Content Management System.
- Mentoring and interviewing new technical writers at the workplace.
- Subject-matter expert for the applications that I am responsible.

Oracle India Pvt Ltd, Hyderabad	
Technical Writer	August 2015- August 2018

Key Deliverables

- Develop technical user guides, installation and troubleshooting guides, Release notes, and online helps.
- Work in Agile Methodology with 4 Scrum teams Coordinate with the publishers, technical team, software developers, QA, and TPM in Standups, Planning and Grooming sessions.
- Identify risks and collaborate with needed stakeholders to mitigate risks.
- Work on Snagit for image capturing, Author IT for DITA Documents and SVN for Content Management System.
- Compliance to internal standards and policies.

Dell Services Pvt Ltd, Hyderabad	
Technical Writer	June 2012 – July 2015

Key Deliverables

- Develop technical user guides, installation and troubleshooting guides, application notes, and online helps.
- Supply documentation for the projects responsible, with effective integration of Microsoft TFS. Coordinate with the publishers, technical team, software developers, hardware designers and retail staff.
- Submitted White papers on different documentation standards.
- Worked on Robohelp and FrameMaker for documentation, Snagit for image capturing.
- Identify risks and collaborate with needed stakeholders to mitigate risks.
- Compliance to internal standards and policies.

SP Software Pvt Ltd, Hyderabad	
Technical Writer	May 2011 – April 2012

- Develop technical user guides, installation and troubleshooting guides, application notes, and online helps.
- Supply documentation for the projects responsible, with effective integration of Microsoft TFS. Coordinate with the publishers, technical team, software developers, hardware designers and retail staff.
- Submitted White papers on different documentation standards.
- Worked on Robohelp and FrameMaker for documentation, Snagit for image capturing.
- Identify risks and collaborate with needed stakeholders to mitigate risks.
- Compliance to internal standards and policies.

KTree Computer Solutions, Hyderabad	
Technical Writer	Dec 2010 - May 2011

- Develop technical user guides, installation and troubleshooting guides, application notes, and online helps.
- Supply documentation for the projects responsible, with effective integration of Microsoft TFS. Coordinate with the publishers, technical team, software developers, hardware designers and retail staff.
- Submitted White papers on different documentation standards.
- Worked on Robohelp and FrameMaker for documentation, Snagit for image capturing.
- Identify risks and collaborate with needed stakeholders to mitigate risks.
- Compliance to internal standards and policies.

Education

Bachelor of Technology - 82% University, Hyderabad	OUCT, Osmania	2009
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Class XII College	- 89%	Nalanda Jr.	2005
SSC Vidhyanilayam	- 85%	St.Joseph's CCR	2003

Tools

Publishing Tools	MS- Office suite (Including Word, Excel, PowerPoint) / Adobe Frame Maker
Design & Diagram Tools	MS Visio, Adobe Dream Weaver, Photoshop
Image/ Video Capture Tools	Snag IT, Adobe Captivate, Camtasia, GIMP and Pixlr Grabber
Help Authoring Tools	Adobe Robohelp, Help Maker, AuthorIT, Oxygen.
Page Designing Tools	Adobe In-Design, Page Maker.
Content Management System	SVN, Astoria, Windchill, Git, ServiceNow
Scrum Boards	Jira, CA Rally, Azure Devops