

# 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; Hands on experience in Business Analysis, project management; including project scope, design, testing, implementation, rollout and customer (technical) support. In-depth knowledge of data modeling and mapping; and design using **UML, Rational Rose**, and **Visio**

## Key Accomplishments

- **Dell International Services:** Recipient of **Dell Champion** award for the fiscal year FY14.
- A Certified Scrum Master
- Appreciations and consistent performance ratings throughout the career.
- 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

- Gathering of business requirements from business operations team and interpreting them as functional systems design specifications for each sprint cycle.
- Understand gathered business requirements, supporting transaction processing, conducted requirements analysis using a Use Case driven approach and produced detailed use cases for all the interfaces.
- Reviews and edits requirements, specifications, business processes and recommendations related to proposed solution.
- Performed GAP analysis of business rules, business and system process flows, user administration, and requirements, Developed use case with UML for new product functionality.
- Involved in preparing a simple and detailed User manual for the application, for an intended user using Visio, Reviews and edits requirements, specifications, business processes and recommendations related to proposed solution.
- Consistently delivers high-quality services to our clients, Update **FRS, User Manual and Online Help**.

### GE India, Hyderabad

#### Sr. Technical Writer

August 2018 to July 2019

#### Key Deliverables

- Worked on Industrial Internet of Things application named Predix Manufacturing Solution.
- Consistently delivered high-quality services to our clients, Update **FRS**, Develop **Getting started guides, installation and troubleshooting guides, and online helps**.
- Helped manage risk analysis and mitigation plans, status reports, and client presentations prepared business process models, defined milestone deliverables, and established critical success factors.
- Understand requirement and implementing the same.
- Interaction with Client for open issues and clarification
- Work closely with Interface teams.
- Help Testing team to understand functional and technical details of Mainframe Processing.

### Oracle India Pvt Ltd, Hyderabad

<b>Technical Writer</b>	<b>August 2015- August 2018</b>
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#### **Key Deliverables**

- Develop technical user guides, installation and troubleshooting guides, Release notes, and online helps.
- Gather project requirements and study of MVRS system.
- Create project documentation essential for knowledge transition.
- Coordinate between client and offshore team to enable system support from offshore, Develop production support (24X7) guidelines describing mechanism for production call reporting, resolution, escalation etc
- Knowledge transition and Responsibility transition to offshore team, responsibility to establish a strong working relationship with the client.
- 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.

<b>Dell Services Pvt Ltd, Hyderabad</b>	
<b>Technical Writer /Business Analyst</b>	<b>June 2012 – July 2015</b>

#### **Key Deliverables**

- Understand client requirement through daily meetings.
- Asking right questions on right time to right people.
- Keep Client manager updated on daily basis.
- Update Environment document.
- Actively participated in Change management activities and give suggestion to improve process whenever needed.
- Coordinate with the offshore development team with change in the environment.
- Guide development team regarding usage of the environments.
- Keep the Environment document up to date at any point of time.
- 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**

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

### Tools

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