Hyderabad

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Reshma Mohammed, Technical Writing Certified, ITIL

Profile Summary

I am a qualified, experienced and an expert technical writer with a total of about **7+ 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
- **Currently going through an Online Certification course on Data Science from IIT Madras.**

Professional Experience

GE Digital, Hyderabad

Sr. Technical Writer (Contractor)   **August 2018 – _Present_**

Key Deliverables
- 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

- 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

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.

Education

Bachelor of Technology - 82% University, Hyderabad		OUCT, Osmania	**2009**
Class XII - 89% College		Nalanda Jr.	**2005**
SSC - 85% Vidhyanilayam		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