

PROFILE

I am a qualified, experienced and an expert technical writer with a total of about **8+ 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.

CONTACT

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EDUCATION

Osmania University College of Technology
Bachelor of Technology – 82%

Nalanda Jr. College
Intermediate – 89%

St. Joseph's CCR Vidhyalayam
SSC – 85%

RESHMA MOHAMMED

Lead Technical Writer

SKILLS

- End User Documentation
- Online Help Documents
- Embedded and Nonembedded Help (Context Sensitive Help)

CERTIFICATIONS

- Technical Writing Certified
- ITIL v3 Foundation Certified
- Beginners certification in Data Science from IIT Madras
- Certified Scrum Master (CSM)
- API Documentation

WORK EXPERIENCE

Deloitte - Lead Business Analyst II

July 2019–Present

- Developed 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.
- Created videos using Captivate and Camtasia, Online Help in Oxygen and CMS is ServiceNow
- Managed Documentation board on Azure Devops
- Subject-matter expert for the applications that I am responsible.

GE - Senior Technical Writer

August 2018–July 2019

- Developed Getting started guides, installation and troubleshooting guides, and online helps. Developed Getting started guides, installation and troubleshooting guides, and online helps.
- Worked in Agile Methodology with 4 Scrum teams and used CA Rally for Agile board and part of Standups, Planning and Grooming sessions.
- Worked on SnagIt for image capturing, Oxygen for DITA Documents and Astoria for Content Management System.
- Mentored and interviewed new technical writers at the workplace.
- Subject-matter expert for the applications that I am responsible for.

Oracle India Pvt Ltd, Hyderabad - Technical Writer

August 2015–August 2018

- Developed technical user guides, installation and troubleshooting guides, Release notes, and online helps.
- Worked in Agile Methodology with 2 Scrum teams and used JIRA for Agile board and part of Standups, Planning and Grooming sessions.
- Identified risks and collaborate with needed stakeholders to mitigate risks.
- Worked on SnagIT for image capturing, Author IT for DITA Documents and SVN for Content Management System.
- Compliance to internal standards and policies.

Dell - Technical Writer

August 2012–July 2015

- Developed technical user guides, installation and troubleshooting guides, application notes, and online helps.
- Supplied documentation for the projects responsible, with effective integration of Microsoft TFS. Coordinated 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.
- Identified risks and collaborate with needed stakeholders to mitigate risks.
- Compliance to internal standards and policies.

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