ROOPA MALAVALLY

Fremont, CA 94539
510-517-1799

Roopa.Malavally@gmail.com
linkedin.com/in/roopamalavallybelur

STAFF/PRINCIPAL/SENIOR PRINCIPAL TECHNICAL WRITER

Senior writer with an extensive background in creating customer-focused product and instructional/training documentation. Proven ability to plan, track, and deliver globally. Excellent technical aptitude with the capability to learn complex features, products, and solutions quickly. Ability to analyze requirements and design documents to determine types of publications needed. Strong understanding of writing for a multitude of audiences, including end users, implementors, administrators, system integrators, business managers, support and services organizations, partners and resellers. Ability to conceptualize, research, and document complex data. Other core competencies include:

Leadership • Customer-focused Documentation • Managing Teams • Independent and Collaborative Approach to Documentation • Strong Interpersonal Skills • Agile Processes • Gap Analysis
Competitive Analysis
Multiple Awards for Innovation and Excellence in Documentation

EXPERIENCE

GE Digital   **2/2019 - Present**
Senior Staff Information Developer
Managed the Industrial Internet including the On Premise and Cloud Applications for Real-Time Manufacturing Execution Systems.
- Oversee the documentation gap analysis for Plant Applications process tool
- Work with the Professional Services team to initiate competitive analysis for customer-focused documentation deliverables.
- Collaborate closely with Product Management, Development, UX, and QA to ensure accurate quality documentation and UI strings.
- Documentation tool – DITA/XML (Astoria/Oxygen)

Oracle   **2/2015 – 2/2018**
Senior Principal Information Developer
Oracle Human Capital Management Cloud: Global Human Resources (Enterprise Software)
- Designed, developed, and maintained conceptual and instructional content for Oracle Global Human Resources (Cloud) to engage employees, align Human Resources processes, and promote a culture of compliance.
- Created documentation on cloud configuration and implementation for Oracle University instructors, detailed demonstrations and instructional/procedural activities for various roles and responsibilities for use during a training.
- Created documentation for Oracle HCM Cloud: Approvals and Extensibility, including creating and configuring approval rules for Human Capital Management (HCM) applications.
- Developed hands-on demos and activities for configuring approval rules, conditions, and approver groups.

Ariba (SAP)
Senior Technical Writer   **07/2012 – 12/2014**
- Served as a member of a company-wide documentation team integrated into an Engineering team using the Agile development process.
- Created documentation for large scale, cloud-based enterprise procurement and contract management software, print and online documentation for procure-to-pay processes with online shopping and invoicing applications.
- Assisted with transition from Adobe FrameMaker to DITA (XML).

ADDITIONAL RELEVANT EXPERIENCE

SunGard Wealth Management Services
Lead Technical Writer

Led a team of writers to provide printed and online Help and documentation for high-priority clients.
- • Worked closely with senior management in India and USA to interview and hire writers for the team.
- • Created, tracked, and assigned tickets to team in JIRA to ensure accuracy in technical documentation, sales and marketing product collateral for senior management, and organized training programs for the team on Adobe RoboHelp.

Yodlee Infotech   **06/2006 – 08/2009**
Senior Technical Writer
Worked with senior management to create targeted documentation for high-priority clients.
- • Created User Guides, Release Notes for internal and external use, Installation and Configuration Guides, API Implementation Guides to capture co-brandable parameters, Online Help (Dreamweaver), Context-Sensitive Help using RoboHelp vX5, External-facing product descriptions, External and internal FAQs, Word templates and Style Guide to ensure consistency in language and presentation.
- • Worked with the Support team to assist with verbal and written communication skills

Pervasive Software
Senior Technical Writer
Created the revenue-generating knowledge base for end customers and support staff involved in complete project lifecycle starting from tool evaluation (Primus) to implementation of the knowledge base.
- • Worked closely with various team to create white papers, technical papers, usability, FAQs, Top 10 questions and technical documentation content.
- • Documented Readmes and Release Notes for various product releases.

Metrowerks
Technical Writer
Created procedural documentation using RoboHelp and tutorials for the CodeWarrior IDE for Mac and Windows.
- • Tested each feature in the IDE before procedural documentation and created context-sensitive help.

HIGHLIGHTS

SunGard-Team Lead:
- Managed the Documentation team to provide printed and online documentation for high-priority clients, with responsibility of delivering quality documentation on schedule and within budget.
- Acted as liaison between the team and management to clarify management expectations and ensure the team is positioned to meet them.
- Managed projects from conception to delivery, including content and presentation standards.
- Led the effort to create an award-winning documentation newsletter for SunGard.
- Formed and led a Portal team from different business units for Wealth Management Financial Services in Bangalore and created an intranet portal using SharePoint.

Yodlee Infotech- Team Lead:
- Worked with senior management to create targeted documentation for high-priority clients.
- Interviewed and mentored a team of writers to deliver timely and quality documentation.
- Conducted language, writing, and presentation sessions for support teams.

EDUCATION

Masters of Arts - English Literature (contd….), San Jose State University
Masters of Arts - English Literature, Bangalore University

TOOLS

DITA/XML – Astoria/Oxygen, Rally, Box, GitHub, JIRA, Confluence , Postman – API Testing Environment, SharePoint, Oracle Tuto, Adobe FrameMaker, RoboHelp v8, Microsoft Word, Microsoft PowerPoint, Chicago Manual of Style, Microsoft Style Guide for Technical Publications, GitHub (work-in-progress), API, Postman

CERTIFICATIONS

Oracle Human Capital Management Cloud Training in Redwood Shores, CA
API Technical Writing: JSON and XML for Writers
REST API for Writers