RONIT MUKHERJEE
SENIOR TECHNICAL WRITER

Harboring skills at creating technical content to help companies put forward their message in clear and engaging ways; Ability to understand that content writing is not only about putting a few words together, it is rather about curating words that make a lasting impression; Current aim is to create that lasting impression by weaving words

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Executive Profile

- Accomplished technical writer with 5+ years of proven track record in delivering high-quality and compelling content such as user guides, XML/HTML, and user-facing technical documentation for diverse audiences across various technological aspects
- Entrepreneurial approach to content creation, while leading innovative strategies that enhance audience engagement and brand recognition, thereby leveraging a deep understanding of current trends and market dynamics and informing strategic content decisions aligned with audience preferences and industry shifts
- Documented success in generating high-quality and engaging content on diverse topics like SOP, RCA, SOW, POC, User Guides, Help Manuals, User Manuals, FAQ, Technical Documentation, and Proof of Concepts and delivering before time
- Profound exposure in writing on various technological aspects including Cloud, DDLC, SDLC, DITA, Agile and Scrum methodology, Object Oriented Programming, Sap, Snagit, Github, Software Applications, and SharePoint
- Robust skills in copy editing, proofreading, and maintaining editorial standards for accuracy, style, and tone, with a commitment to uphold content standards, including accuracy, fairness, and adherence to legal and ethical guidelines

Key Impact Areas

On-time/Early Delivery of Project	Technical Content Development
Product Research and Fact-Checking	Content Ideation and Pitching
Audience Engagement Strategies	Content Management Tool & Standards
Cross-functional Collaboration	Efficient Workflow Management

Soft Skills

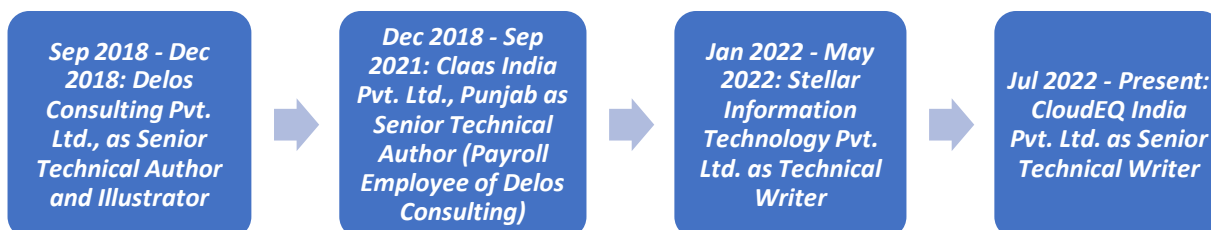Communicator • Problem-solver • Analytical • Leadership

Soft Skills

Technical Skills

- **Illustration Tools:** Adobe Illustrator, IsoDraw, Corel Draw, Siemens NX (PLM), 3DVIA Composer (Illustration)
- **Authoring Tools:** Arbortext Editor, Adobe FrameMaker, Confluence
- **Database Tools:** SAP, PDM Windchill, Jira
- **Designing Tools:** Adobe Photoshop, CATIA 3DVIA Composer (Designing)
- **Applications:** Microsoft Word, Excel, Access, PowerPoint, and Adobe PDF
- **Publication/Writing:** DDLC, SDLC, DITA, Microsoft Style for Technical Publications (MSTP) and S1000D Writing standards
- **Programming Styles:** Agile & Scrum Methodology, Object-Oriented Programming
- **Other Working Tools:** Sap, Snagit, Github, SharePoint, MadCap Flare (Familiar)

Timeline

Sep 2018 - Dec 2018: Delos Consulting Pvt. Ltd., as Senior Technical Author and Illustrator → **Dec 2018 - Sep 2021:** Claas India Pvt. Ltd., Punjab as Senior Technical Author (Payroll Employee of Delos Consulting) → **Jan 2022 - May 2022:** Stellar Information Technology Pvt. Ltd. as Technical Writer → **Jul 2022 - Present:** CloudEQ India Pvt. Ltd. as Senior Technical Writer

Professional Experience

Since Jul 2022: CloudEQ India Pvt. Ltd. as Senior Technical Writer
Key Result Areas:
- Managing SOP, Flowcharts, User Manuals, and Project Coordination and On-boarding Processes using the Confluence tool
- Functioning on Cloud Data Platform and creating User Manual Release Notes and SOPs Project Coordinator for McD clients
- Working on RCA documents for server breakdown, broken links, and patched servers for clients

- Preparing SOW for providing project requirement description, and developing POC to determine if an idea can be implemented
- Conceptualizing and researching compelling news stories, features, and explainers on Cloud Platforms
- Editing content, ensuring clarity and coherence, and engaging narrative flow to enhance readability and audience engagement

Jan 2022 - May 2022: Stellar Information Technology Pvt. Ltd. as Technical Writer
Key Result Areas:
- Maintained comprehensive documentation in compliance with organizational standards
- Ensured researching, outlining, writing, and editing new and existing content, while collaborating with various departments to grasp project requirements
- Obtained information from subject matter experts to develop, organize, and write procedure manuals, along with technical specifications and process documentation
- Developed manuals in various languages, including English, French, German, Italian, Spanish, Korean and Japanese
- Conducted content hygiene checks to sustain accuracy, relevance, and user-friendliness, while optimizing content for maximum usefulness and engagement

Dec 2018 - Sep 2021: Claas India Pvt. Ltd., Punjab as Senior Technical Author (Payroll Employee of Delos Consulting)
Project 1 - Operators and Repair Manuals
Key Result Areas:
- Generated and modified Operators and Repair Manuals for Claas combine harvester machines
- Developed Document Component List (DCL)
- Drafted procedures and functional descriptions by using Simplified-Technical English (STE)
- Updated Operators and Repair Manuals as per Engineering Change Note (ECN) and Bill of Material (BOM)
- Performed quality checks of Operators and Repair Manuals as per Claas standards

Project 2: Creation of IPC
Key Result Areas:
- Developed Illustrations for Claas tractor and combine harvester machines
- Generated Bill of Material (BOM) for all assemblies and subassemblies in SAP
- Exploded 3D models using 3DVIA Composer and converted them into 2D Illustrations
- Created Illustrated Parts Catalogue using SAP as per Claas Spare Parts (CSP) standard

Oct 2018 – Sep 2021: Delos Consulting Pvt. Ltd.
Project 1: Interactive Electronic Technical Manual (IETM)
Key Result Areas:
- Created Data Module Requirement List (DMRL) to enlist all data modules needed for the project
- Prepared Interactive Electronic Technical Manual (IETM) for Marine Components using Simplified Technical English (STE) and S1000D standard
- Facilitated requirements gathering from various source documents for creating IETM

Project 2: Creation of IPC Illustration
Key Result Areas:
- Developed Illustrations for industrial refrigeration systems by studying and understanding Blueprints and 3D models, while visualizing and identifying the parts of the main components
- Exploded 3D models to a definite structure, thereby tracing the illustrations using IsoDraw and CAD-Process

Education Credentials

- **Bachelor of Engineering (BE) in Mechanical** from S.C.T. Institute of Technology, Bangalore with CGPA 5.2
- **12th Board (Higher Secondary)** from Bidhan Chandra Institute, Durgapur with 50.25% in 2008
- **10th Board (Secondary)** from St. Michael's School (I.C.S.E.), Durgapur with 60.00% in 2005

Personal Details

Date of Birth: 9th February 1988
Languages Known: English, Hindi, and Bengali
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