

Resume

Name: P.S. Sudha

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Portfolio: <https://drive.google.com/drive/folders/17NhF0SkymqmnS-0mMk96tbg0hzOjFISq>

Professional Summary

- Detail-oriented Technical Writer with 1 year of experience in producing clear and user-friendly documentation using Microsoft Word and Google Docs, backed by 8 years in healthcare documentation.
- Experienced in creating SOPs, user guides, process documentation, and training materials.
- Knowledgeable in tools like MadCap Flare, Jira, DITA, Confluence, and Camtasia with a focus on content clarity, consistency, and usability.

Professional Experience

Technical Writer

Aquity Solutions | March 2023 – March 2025

- Created and formatted user guides, SOPs, and internal process documents using MS Word and Google Docs.
- Collaborated with SMEs and QA teams to collect accurate technical information.
- Ensured documentation followed organizational standards for consistency and clarity.
- Proofread and edited documents, applying style guides and formatting best practices.
- Maintained version control and tracked edits using Google Docs sharing and commenting features.

Senior Medical Transcriptionist & Documentation Specialist

Aquity Solutions | February 2016 – February 2023

- Transcribed and **edited complex medical reports, discharge summaries, and physician notes** with **99%+ accuracy**.
- Assisted in **process documentation and structured formatting** to improve **readability and usability**.

Technical Writing Skills

- **Documentation Tools:** Jira, Microsoft Word, MadCap Flare, XML in DITA, Confluence, Camtasia
- **Version Control & Collaboration:** Git, GitHub, Markdown
- **Technical Writing Deliverables:** User Manuals, SOPs, How-To Guides, Release Notes, Process Documentation
- **Editing & Formatting:** Proofreading, Style Guides, Formatting for Clarity

Core Skills

- Primary Tools: Microsoft Word, Google Docs
- Knowledgeable In: MadCap Flare, Jira, Confluence, DITA/XML, Camtasia, Markdown
- Documentation Types: SOPs, User Guides, How-To Documents, Internal Manuals, EHR Workflows
- Content Development: Proofreading, Formatting, Style Guide Compliance, Version Management
- Domain Expertise: Medical Terminology, HIPAA Compliance, EHR Documentation, QA Review

Education

Bachelor of Science (B.Sc.) in Biotechnology: *PSG College of Arts and Science | 2013 - 2015*

Certifications & Training

- **Certified Medical Transcriptionist:** *Aquity Solutions*
- **HIPAA Compliance Training:** *Aquity Solutions*
- **EHR & Healthcare Documentation Training:** *Aquity Solutions*
- **Certified Technical Writer:** TechWriters Tribe

Personal Profile

- **Date of Birth:** 11/16/1995
- **Marital Status:** Married
- **Languages Known:** Tamil, English