

Senior Technical Writer

SWARNA NARASIMHA,
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Profile Summary

- Over **12+** years of experience in **Technical Writing**.
- Proficient in analyzing complex technical topics and communicate it to the users through technical documentation.
- Skilled in creating technical documents such as **User Guides**, **Installation Guides**, **Admin Guides**, **Online Help**, and **Troubleshooting Guides** for solutions across various industries, including **Media and Entertainment**, **Mobility**, **E-commerce**, **Publishing**, **Healthcare**, **Networking**, **Semiconductors**, and **Telecom** using **agile methodology**.
- Experienced in documenting **GUI**, **API**, and **CLI** products.
- Experienced in **DITA**, **CMS** and **XML** editors.
- Knowledgeable in **Docs as Code** with **GitHub** for documentation.
- Good knowledge of **Networking**.

Technical Writing Tools and Skills

Authoring Tools	MS Word , Oxygen XML with GitHub , Adobe FrameMaker 2019 , and Adobe RoboHelp
Graphics and Tools	Adobe Photoshop , Adobe Illustrator , TechSmith Snagit , Microsoft Visio , and CorelDRAW
Programming Languages	C , C++ , Java , Oracle , J2EE , HTML , XML with NIIT certification
Collaboration Tools	Azure , Confluence , Perforce , SharePoint , and JIRA
Content Management System	Microsoft Sitecore 9 , Specification and Description Language (SDL)
Technical Writing Concepts	Single Sourcing , DDLC , DITA Architecture , and Minimalistic Principles

Work Experience

4. Synopsys India Private Limited, Bangalore Technical / Product Publications Senior Engineer (September 2022 – Present)	
Brief Description	Prepare technical documents for semiconductor software and hardware components.
Roles and Responsibilities	<ul style="list-style-type: none">• Update JIRAs through technical documents like the User Guide, Administration Guide, and Installation Guide using Oxygen XML with GitHub, and FrameMaker authoring tools.• Participate in review meetings and interact with cross-functional teams to document the JIRA requirements.
3. TATA Consultancy Services (TCS), Bangalore Technical Writer (February 2019 – September 2022)	
Brief Description	Prepare technical documents for GE Healthcare and JCI clients.
Roles and Responsibilities	<ul style="list-style-type: none">• Create, and update technical documents like User Manuals, Installation Manuals, and Software Reference Manuals in the agile development environment using FrameMaker and Oxygen XML authoring tools.• Participate in project meetings and interact with cross-functional teams to document the feature functionality.• Create web pages using Sitecore 9 content management system, check for content quality, collate business content, and incorporate SEO strategies.

2. Prime Focus Technologies Private Limited, Bangalore January 2017 – January 2019	
Designation	Technical Writer (Software)
Brief Description	Prepare technical documents for CLEAR™ - Cloud ERP Platform product.
Roles and Responsibilities	<ul style="list-style-type: none"> • Participate in project kickoff meetings, whiteboard sessions on features, and project integration planning meetings to understand project requirements. • Contribute content to Online Help, Installation Guide, Developer's Guide, and Release Notes. • Design Network Diagrams / Models, Workflow Charts, and Wireframes for Solution Architects.
1. The Writers Block, Bangalore March 2012 – December 2016	
Designation	Technical Content Writer / Information Developer
Brief Description	Prepare technical documents for Microsoft, VMware, Comviva, Pearson Publications, ZopNow, and ITC Limited clients.
Roles and Responsibilities	<ul style="list-style-type: none"> • Develop, plan, review, and schedule client-facing end-user technical documents for developers based on guidelines that include Troubleshooting Guides, Online Help Files, User Guide, Presentations, and Installation Guides. • Assess training and documentation requirements of in-house technical resources across all levels of the software development lifecycle.

Highlights

- Accomplished **Digital Marketing** skills with **SEO, SMM, and PPC** knowledge.
- Creative thinking to produce attractive content and unique design ideas on marketing collaterals like **Brochures, Pamphlets, Banners, Teasers, Logo Designs, Gift Vouchers, Price Charts, Standee, Magazines, and Newsletters.**

Academic Profile

- **Master of Business Administration (Finance)** from JSSATE, Bangalore, 2011.
- **Bachelor of Engineering (Information Science)** from RNSIT, Bangalore, 2009.

Declaration

I hereby declare that the above-furnished details are true to the best of my knowledge.

Date:

Place: Bangalore

(SwarnaNarasimha)

Personal Note: I have a **stammering** issue since childhood (inherited by my late father), and I assure you that it will not impact my work duties.