

# Allen C Fredrick

Technical Writer | Product Guides | CMS | XML/HTML | Knowledge Management

Bangalore, India || (+91) 855 378 0618 || acf0916@gmail.com



## Professional Summary

I started my career as a customer service representative in 2006 and steadily advanced through roles in technical support, gaming support, sales, and web content management. I currently lead the technical writing team, where I apply my experience and leadership skills.

As a self-taught and self-driven technical content developer, I have consistently built and expanded my skill set in every role I have taken on. I continue to pursue professional growth and actively seek opportunities that align with my strengths and interests.

## Work Experience

### Lead Technical Writer

April 2024 – Present role

Infinite Computer Solutions

Bangalore

- Led documentation delivery by collaborating with leadership, planning timelines, estimating workloads, and distributing tasks (EPICs/Stories).
- Managed and tracked progress through JIRA dashboards, requests, and weekly stand-ups; resolved blockers to ensure timely delivery.
- Authored and delivered documentation including installation guides, feature descriptions, release notes, and patch updates.
- Produced, validated, and published outputs (HTML/PDF via Paligo, external files, and FTP uploads), ensuring accurate and complete content delivery.

### Staff Technical Writer

February 2024 – April 2024

Salesforce

Bangalore

- I was part of the API documentation team. I worked with the API development team to deliver code related documents.

### Senior Technical Writer

November 2020 – February 2024

Telit Communications India Pvt Ltd

Bangalore

- Developed a standalone documentation tool using MkDocs, and Markdown; edited CSS and created HTML content for improved presentation.
- Authored technical documentation for networking components, IoT devices, SDKs, APIs, and training materials, including enriched content with videos and illustrations.
- Generated API documentation from XML and C++ sources, creating guides for HTTP methods (GET, POST, PUT), endpoints, request/response structures, and authentication workflows.
- Created developer examples for REST APIs, maintained version-controlled API references, and managed release schedules, voiceovers, and HTML content generation.
- Delivered training sessions, guided trainees in DITA/XML, strategized document process plans, and reported content delivery progress to the Executive Leadership Team.

### Technical Writer Advisor

October 2019 – October 2020

Dell International Services

Bangalore

- Compiled documentation for Converged Infrastructure products, including VxBlock and Vscale.
- Proficient in Agile methodology practices.
- Developed documents using the DITA authoring environment.
- Crafted various document types, including Installation guides, Quick start guides, and technical specifications.

### Senior Technical Writer

October 2017 – October 2019

Dell International Services

Bangalore

- Generated documentation for client products (Desktops, Laptops, Tablets) and created printed materials like Getting Started Guides and Rail placemats.
- Developed instructional design videos and E-Learning modules for internal and external training purposes.
- Led process improvement initiatives, including POCs for Conref links, CPLD GIFs, and BIOS content automation.
- Delivered training sessions and OJTs, collaborating with SMEs to gather data and plan effective documentation.

### Technical Writer

July 2015 - October 2017

Dell International Services

Bangalore

- Worked in Dell's Enterprise Software Group (ESG), focusing on REST API documentation for Windows and Linux systems.
- Developed content for RESTful APIs, covering HTTP methods (GET, POST, PUT, DELETE) and documenting endpoints for user, transaction, and configuration data.
- Authored and migrated product guides—including deployment guides, user guides, and release notes—from Word/FrameMaker to XML formats.
- Conducted bug analysis, reported CSS issues via JIRA, and adhered to Microsoft and Dell internal style guides.

### Customer Care Associate

May 2014 – July 2015

Dell International Services

Bangalore

- Led multiple migration and documentation projects.
- Managed customer calls from both Australian and New Zealand regions.
- Facilitated knowledge-sharing sessions to enhance team expertise.
- Contributed to the development and improvement of customer support procedures.

## Web Content Developer

Dell International Services

May 2014 – July 2015

Chennai

- Administered Dell's SMB webpage content via the SharePoint portal.
- Oversaw the content management system for the web portal.
- Offered design insights and recommendations for the SharePoint site.

## Inside Sales Representative

Dell International Services

May 2011 – April 2012

Hyderabad

- Marketed computer units and server models to corporate clientele.
- Assisted colleagues within the workgroup.
- Managed returns and escalations effectively.

## Client Support Representative

Dell International Services

Nov 2008 – May 2011

Hyderabad

- Provided support and resolution for hardware-related computer issues.
- Successfully addressed problems with desktops, laptops, printers, and internet connectivity. Assisted in training recruits.
- Offered remote assistance to assist novice customers.

## Client Support Representative

Sitel

Nov 2007 – April 2008

Chennai

- Supported Bell Canada's internet service operations.
- Diagnosed and resolved internet connectivity issues efficiently.
- Provided technical guidance to customers, ensuring quick and effective solutions.

## Client Support Representative

Sutherland Global Services

Nov 2006 – Nov 2007

Chennai

- Provided customer support for Intuit QuickBooks taxation processes.
- Logged calls and categorized them according to customer inquiries.
- Assisted customers with billing questions.

## Skills and Abilities

Methodologies	<ul style="list-style-type: none"><li>• Waterfall and Agile (Scrum)</li><li>• SDLC and DDLC</li></ul>				
DITA Specific	<ul style="list-style-type: none"><li>• JSON</li><li>• CSS</li><li>• Version Control</li><li>• Agile</li></ul>	<ul style="list-style-type: none"><li>• XML</li><li>• Python</li><li>• HTML</li><li>• Scrum</li></ul>	<ul style="list-style-type: none"><li>• C/C++</li><li>• SDK Documentation</li><li>• PDF</li><li>• SDLC</li></ul>	<ul style="list-style-type: none"><li>• JavaScript</li><li>• JIRA</li><li>• E-Learning Modules</li><li>• Waterfall</li></ul>	<ul style="list-style-type: none"><li>• HTML</li><li>• Confluence</li><li>• Multimedia Content</li></ul>
Project management	<ul style="list-style-type: none"><li>• Confluence Wiki</li><li>• JIRA reporting and ticketing</li><li>• Microsoft SharePoint</li></ul>				
HTML Generators	<ul style="list-style-type: none"><li>• Doc-to-Help</li><li>• RoboHelp</li><li>• Docxygen</li><li>• PyCharm-based HTML builder</li></ul>				
Content Hosting	<ul style="list-style-type: none"><li>• FileZilla</li></ul>				
XML editor	<ul style="list-style-type: none"><li>• XMetaL Oxygen</li><li>• Arbortext Editor</li><li>• FrameMaker</li><li>• SDL Publication Manager</li><li>• Paligo</li></ul>				
E-learning	<ul style="list-style-type: none"><li>• Articulate Storyline 2</li></ul>				
Video capture tools	<ul style="list-style-type: none"><li>• Expression Encoder</li><li>• Snagit</li><li>• Microsoft PowerPoint Video Creator</li></ul>				
SDK builds	<ul style="list-style-type: none"><li>• <a href="https://s3.amazonaws.com/site_support/Telit/AppZone-SDK/User+Guides+AppZone+2.0/M2MB_Docs/html/index.html">https://s3.amazonaws.com/site_support/Telit/AppZone-SDK/User+Guides+AppZone+2.0/M2MB_Docs/html/index.html</a></li><li>• <a href="https://s3.amazonaws.com/site_support/Telit/AppZone-SDK/v5/AppZone_Guide/az-c-user-guide/index.html">https://s3.amazonaws.com/site_support/Telit/AppZone-SDK/v5/AppZone_Guide/az-c-user-guide/index.html</a></li></ul>				

## Education

Computer Science (High school) – ST. Mary's Matriculation Higher Secondary School.