

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

April 2012 – May 2014

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

Education

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