

Allen C Fredrick

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

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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

Infinite Computer Solutions

April 2024 – Present role

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

Salesforce

February 2024 – April 2024

Bangalore

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

Senior Technical Writer

Telit Communications India Pvt Ltd

November 2020 – February 2024

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

Dell International Services

October 2019 – October 2020

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

Dell International Services

October 2017 – October 2019

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

Dell International Services

July 2015 - October 2017

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

Dell International Services

May 2014 – July 2015

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
<ul style="list-style-type: none"> 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
<ul style="list-style-type: none"> 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
<ul style="list-style-type: none"> 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
<ul style="list-style-type: none"> 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
<ul style="list-style-type: none"> 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 XML Python HTML Scrum C/C++ SDK Documentation PDF SDLC JavaScript JIRA E-Learning Modules Waterfall 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.	