Akshaya Kolay

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Profile Summary

Detail-oriented and audience-focused wordsmith with 4 years of experience in writing software documentation. Leverages background in engineering to understand and interpret technical material and produce effective documentation. Aim to increase customer satisfaction and brand value of the organization.

Experience

Freelance Technology Content Writer   **Oct 2020-Oct 2022**

- Pen How-To's, articles for iOS, android apps, cloud technology, and DevOps.
- Review and update blog content to bring relevant and up-to-date information to readers.
- Author SEO driven articles for the blog sites, some of the posts even ranked **first** on Google and Bing search.
- Sample of work: https://github.com/akshayakolay/Portfolio/tree/main/Content%20Writing

SR. Marketing Communications Executive | Nitor Infotech   **Pune, India**
                                                                                                          Jul 2019-Apr 2020

- Planned and executed documentation for application development team that ensured effective knowledge transfer for new member.
- Collaborated with cross functional team on designing and creating scope document for Helpdesk application.
- Authored POC documents and thought leadership article as client-facing collateral.

Associate Consultant | Atos   **Pune, India**
                                                                                                 Jul 2017- Jun 2019

- As a technical writer for the RPA team, communicated with technical and business SMEs of different domains to determine the goals and objectives of workflows.
- Wrote **25+** requirement gathering, estimation and functional specification documents.
- Created knowledge base from the ground up and incorporated best practices for the same.
- Ensured that the knowledge base of **500+** documents was fully integrated with new and updated content across the team of **52**.

Application Developer | Atos   **Mumbai, India**
                                                                       Apr 2015- Jun 2017

- Worked as an application developer to design an Android application focused on LAVA mobile (Indian multinational electronics company) field users and back office users. It helped LAVA to keep track of all the records and also interact with each user of LAVA.
- Designed XML Screens as per the user requirements.
- Trained **2** joiners in PHP and backend functionalities.
- Worked under a senior technical writer to draft initial versions of user manual for the LAVA mobile application and HUL (Hindustan Unilever Limited) sales personnel app.

Education
- Post Graduate Diploma in Advance Computing (PG DAC) from CDAC, Pune, India (Aug 14-Feb 15)
- B.E. in Electronics and Telecommunication from Nagpur University, Nagpur, India (Jun 2009-May 2013)

Exposure to Tools
Authoring: Oxygen XML Editor, GitHub Wiki, Microsoft Word, Swagger Hub and Swagger Editor |
CMS: GitHub, Sharepoint
Diagramming: Microsoft Visio, Google Slides | **Editing:** Snagit| **Development:** HTML, CSS, Markdown, YAML and XML
Other: UiPath, Postman

Skills
Document Development Life Cycle (DDLC) | API Documentation| Topic-Based Authoring |Audience Analysis |Requirement Gathering | Content Review | Editing |Create Diagrams & infographics

Certifications
- Technical Writing: How to write using DITA XML from Udemy
- Technical Writing: How to write API software documentation from Udemy