**ARCHANA KAMATH**

[**reacharchananow@gmail.com**](mailto:reacharchananow@gmail.com)

**408-753-0609**

**OBJECTIVE**

Professional Technical Writer/Business Analyst with over 7+ years of strong writing experience. My work experience expands in all aspects of writing, editing, formatting technical and non-technical documentation. I have created several manuals, online Help Files, training material for instructors, sales and marketing material, and online documentation.

**PROFESSIONAL SUMMARY**

* Main skills include Technical Writing, Contract Review, Business Analysis, Process & Procedure
* Development Documentation Control, Requirements, Workflow, and Systems Mapping
* Extensive experience as a senior technical writer, documentation manager and trainer
* Hands on experience in creating release notes, technical diagrams (using Visio, Rational Rose and Snag it) change request documents, functional specification and PCI DSS implementation guides
* Extensive experience in creating Use Cases Activity Diagrams and applying Unified Modeling Language (UML)
* Well versed in the entire Software Development Life Cycle (Agile, Waterfall, and Spiral)
* Extensively proficient with Microsoft Office applications (Word, Excel, Power point) Adobe tools (FrameMaker, RoboHelp) and relevant tools

**TECHNICAL SKILLS**

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| Requirements Gathering Tools | IBM Rational Requisite Pro |
| Modeling & Designing Tools | IBM Rational Rose, MS Visio, Enterprise Architect |
| Configuration Management | Microsoft VSS, CVS, IBM Rational Clear Case |
| Technical Writing Tools | RoboHelp, FrameMaker, MS Word |
| SDLC Methods | Agile, RUP, Waterfall |
| Languages | HTML, PL/SQL, XML, UML, C++, Java |
| Application Servers | BEA Weblogic 6.1/8.1, Apache Tomcat 5.0, Websphere |
| Operating Systems | MS Windows NT/2000/XP, Red Hat LINUX, UNIX, Sun Solaris |
| Other Tools | Microsoft Project, MS Office, MS FrontPage |

**PROFESSIONAL EXPERIENCE**

**Bank of America** – **Newark, DE May 2013 - Present**

**Sr. Technical Writer**

* Wrote documentation for the Integrated Credit Decision Platform (ICDP), which provides credit information for Credit Card customers.
* Created, reviewed, and edited manuals for developers and testers, wrote on topics including Quality Engineering, System Architecture, and Workflow.
* Maintained files, specifications, records, standards, and other data essential to completing the manuals.  
  Developed and maintained Excel PCI DSS audit documentation needs assessment spreadsheet
* Generated technical documentation that was comprehensible to engineers, technicians, and the end customer.
* Managed, directed, and trained team members; acted as a lead role for project tracking and work assignments.
* Collaborated with other departments to obtain necessary information and guarantee project completion.
* Organized, scheduled, and coordinated work phases to determine the correct approach for each task or project.
* Documented Quality Engineering Newsletters for business and technical workers, tracked Quality Objectives and assisted developers with the writing of feature articles.
* Responsible for creating documentation on Application Governance – For regulators, gathered and provided evidence for topics including the handling of Personally Identifiable Information (PII) and Application Development Security.

**Dell MessageOne. Round Rock, Texas Feb 2011 – Apr 2013**

**Technical Writer/Business Analyst**

* Wrote and edited technical documents using Structured FrameMaker for Email Cloud/SaaS vendor
* Developed process for converting FrameMaker docs to XML/DITA
* Interfaced with Dev, QA, PE, PM, and Support for document information
* Tested in VMWare environment, Linux backend/Windows front-end
* Created and tracked bugs in JIRA, create info pages in Confluence wiki
* Worked under Agile and SDLC software development methodologies
* Derived requirements from specifications.
* Managed the technical reference manual production for documentation group
* Worked with a team of 6 to execute implementation and reconfiguration of POS software and hardware.
* Coordinated several releases of the release notes for the Financials documentation team, which involved providing updated procedures, schedules, and follow-up for over 20 writers; testing new tools
* Worked in Agile environment
* Hosted functional design sessions with functional analyst and prepared use case diagrams based on UML.
* Wrote a department style guide that complemented the company's guidelines
* Piloted the conversion within the documentation group; wrote conversion training materials.
* Edited technical reference manuals, entity relationship diagrams, API guides, and other developer documentation using RoboHelp.
* Mentored and trained new writers
* Work with a cross-functional team including technical specialists, functional managers, developers, and project leads to produce documentation and conduct verification reviews with subject matter experts for accuracy and completeness
* Managed the documentation repository and approval process.
* Created templates and template instructions for various documentation types
* Identified and executed end to end scenarios for sub system integration testing.

**JC Penney, Plano, TX   July 2009 – Jan 2011**

**Technical Writer/Business Analyst**

* Studied and consolidated the requirements through continuous client interaction.
* Responsibilities include defining deliverables, project planning, and managing a team of writers to develop new manuals for upcoming products and to maintain the current technical and end user software documentation.
* Tracked document revisions in scope, format, content, and publishing requirements.
* Trained and certified to perform advanced inspections on products in development.
* Authored and revised technical documentation from design and functional specifications.
* Compared document content against the Product Requirements Document (PRD) to identify potential gaps, inconsistencies, and non-conformance issues
* Observed and documented production and software development activities in order to implement user operating procedures for secure and proprietary UNIX operating system.
* Interviewed production and engineering personnel in preparation of user documentation.
* Integrated operating procedures and production sequences for server documentation.
* Manage Agile/SCRUM development team across geographically dispersed locations
* Developed technical documentation for major corporate and governmental clients using RoboHelp and Framemaker.
* Developed system, functional, and end user product documentation for administrative and technical purposes.
* Documented user requirements, technical specifications, and data mapping.
* Developed online training and provided classroom and one-on-one training for technical and financial analysts.
* Responsibilities included user and technical documentation, runbooks, help desk setup, UAT management, user training, and deployment.

**EDUCATION**

Bachelor of Commerce