

Arnab Ray

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Career Objective

I aim to work in a progressive organization which can expand all my knowledge and provided me exciting opportunities to utilize my skills to convert organizational goals in to reality and produce result fidelity.

Technical Writing Skills

- More than four years of experience in the field of technical documentation.
- Travelled onsite from Wipro.
- Possess the 3 important skills required for technical writer: Learning & Research ability, Writing & Presentation ability, Communication skills.
- Ability to work as an individual contributor as well as a part of a doc team.
- Ability to grasp complex concepts quickly and map the information in easily understood formats.
- Aptitude in testing the application during the documentation phase with a sense of innovation.
- Have XML authoring/DITA knowledge.
- Experience in writing End-user Documents such as, Release Notes, Admin Guide, Install Guide, Deployment Guide, API document and User Guide.
- Have knowledge of writing topic based content and single sourcing content development.
- Have the knowledge of technical illustration and multimedia based technical publication.
- Ability to gather information from SME's, co-workers, stakeholders.
- Good understanding of DDLC and SDLC.
- An active member of the Wipro TechPub Pre-sales team.
- Develop documents in agile development environment.

Software Skills

Print Publishing tool:	MadCap Flare, Adobe FrameMaker, MS Office, Adobe Robohelp, Adobe Acrobat
Scripting Language	Basic HTML, XML/DITA Authoring
Image Editing Tools:	Snag IT, Adobe Photoshop, Adobe Illustrator, MS Visio
CMS	TortoiseSVN and WEM (Web Experience Management)
Video Editing Tool	Camtesia
Style Guide:	Microsoft Style Guide for Technical Publication, Cisco Style Guide

Professional Experience

Wipro Ltd (Cisco Systems Norway) [Oct 2014 – till date]

- Develop document for a video conferencing management system software.
- Write, edit, and publish technical documents, such as Release Notes, online help/webhelp, user guide, installation guide, admin guide, API guide, quick reference guide and deployment guide.
- Gather information from various sources such as, development team, testing team, product management team to write clear, concise and easy to understand content.
- Resolve documentation defects and document new features from the user stories.

- Work in Agile development environment.
- Work with the UI/UX team to write UI text, UI error/warning messages.
- Update Cisco wiki for the feature changes.
- Test documents with the software to ensure all documents are technically accurate.
- Prepare Online Help for localization/translation and follow up with the localization/translation team till successful delivery.
- Send draft documents for various stakeholders review and update documents as per the comments received from them.

Addition responsibilities:

- I am part of Wipro Technical Publication pre-sales team and work closely with TechPub pre-sales head to bring more business for Wipro. Write sales/marketing collaterals, brochure and mailers.
- I am also an active member of the organizing committee to organize and manage yearly/half yearly events.
- Research on recent trends of technical publication technology and develop embedded help systems for customers.

PRDC Infotech, Bangalore [Oct 2013 – Sep 2014]

- Developed document for a electrical fault analysis system software for Power Grid Corporation of India.
- Gathering information from various sources like, Subject Matter Expert, development team, testing team, and end user to write clear, concise and easy to understandable contents.
- Planning and preparing estimation for different types of documentation projects.
- Developing Webhelp document.
- Planning and designing documents according to the targeted audience.
- Analyzing the documentation requirement at the early stage of a project and documenting them properly.
- Preparing video based tutorial for the software user interface training.
- Helping R&D team in editing and formating research documents.
- Being a part of the Training and R&D team, I used to provide training to the fresher or new joinees on the documentation process that is followed internally and externally.
- Documents: user guide, training guide, installation guide, on-line help and SRS document.

Triumph India Software Services Pvt. Ltd, Bangalore, [November 2012 - October 2013]

- Creation, Revision, modification of owner manual and installation manual.
- Writing and editing the technical and non-technical reports for the product.
- Editing video and audio for the Interactive Technical Manual.
- Maintaining records and files of work and revisions.
- Preparing presentations for knowledge sharing sessions & training team on specs and standards for Technical Publications.
- Project management, Preparation of Project estimation and quality review of deliverable.
- **Documents:** Illustrated Parts Catalogue, owner manual, and installation manual, engineering drawings,

Air India, Mumbai [January 2011 – July 2011]

Designation: Trainee Engineer (Apprentice)

- Documentation work of the following aircrafts in Air India (Mumbai). Boeing 777-200/300 LR & ER,

Boeing 747-400 & Airbus 310-300.

- Helping the engineers in quality control department in modifying various documents (Aircraft Maintenance Manual, Component Maintenance Manual, Engine Overhaul Manual, Wiring Diagram Manual and Service Bulletins)

Education

Completed Aircraft Maintenance Engineering (AME) from Aircraft Maintenance & Engineering Institute, Kolkata - Year of 2010 with 74%.

Positive Traits

- Proactive and hard working.
- Positive mind set with “Can do attitude”.
- Flexible in learning new technologies.
- Prioritize work activities and team handling abilities.
- Quick adaptability of software tools and process.

Personal Details

Name	: Arnab Ray	Nationality	: Indian
Father's Name	: Malay Kumar Ray	Passport Details	
Date of Birth	: 24 December 1989	Number	: H0043054
Sex	: Male	Valid Till	: 17/08/2018
Languages Known	: English, Hindi and Bengali.	Marital status	: Married

Declaration: I hereby state that the information furnished above is true to my knowledge.

Place: Bangalore

Date:

(Arnab Ray)