# Career Objective

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

# Technical Writing Skills

* Four and half years of experience in the field of technical documentation.
* Travelled onsite (Norway) 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 understandable formats.
* Ability to test the application during the documentation phase.
* 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 SMEs, developer, stakeholders and product managers.
* Good understanding of DDLC and SDLC.
* An active member of the Wipro TechPub Pre-sales team.
* Develop documents in agile development environment.

# Software Skills

|  |  |
| --- | --- |
| Authoring Tool: | MadCap Flare, Oxygen XML Editor, Atlassian Confluence, Adobe FrameMaker, MS Office (Advance), Adobe Robohelp, Adobe Acrobat, XML/DITA Authoring, HTML |
| Image Editing Tools: | Snag IT, Adobe Photoshop, Adobe Illustrator, MS Visio |
| CMS | TortoiseSVN and WEM (Web Experience Management) |
| Issue Tracking Tool | Atlassian JIRA, Bugzilla |
| Editing Tool | Acrolinx |
| 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 Cisco’s 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.
* Create videoes for the new features and publish them for the marketing team.
* Travelled to Oslo/Norway for knowledge transition from the Cisco writers.

**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.
* I am also an active member of the organizing committee to organize and manage yearly/half yearly events.

Power Research & Development Consultants Pvt. Ltd. Bangalore *[Oct 2013 – Sep 2014]*

**Reason of resignation** – Salary was not paid in time.

* Developed document for an electrical fault analysis system software for Power Grid Corporation of India.
* Gathering information from various sources like, SME, 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 the project and documenting them properly.
* Preparing video based tutorial for the software user interface training.
* Helping R&D team in editing and formatting 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.

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

**Reason of resignation** – Salary was not paid in time.

* 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 the standards of Technical Publications.

Air India, Mumbai *[January 2011 – July 2011]*

* Helping the engineers in quality control department in modifying various documents.
* Maintaining records and files of work and revisions.
* Writing and editing the technical and non-technical reports.

# Education

Aircraft Maintenance Engineering (AME) from Aircraft Maintenance & Engineering Institute, Kolkata - in 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)