# Career Objective

I aim to work as a technical writer/information developer in a professional organization that offers opportunity for growth and scope for learning new skills.

# Technical Writing Skills

* Around four years of experience in the field of Technical Writing.
* 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.
* Having knowledge of XML authoring/DITA knowledge.
* Experience in writing End-user Documents such as, Release Notes, Admin Guide, Install Guide, Deployment Guide, API document.
* Have knowledge of writing topic based content and single sourcing of content development.
* Have the knowledge of technical illustration and multimedia based technical publication.
* Interviewing Subject Matter Expert (SME) to gather information.
* 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.

# Onsite Details

Customer: Cisco Systems Norway

Country: Oslo/Norway

Year: January 2015

# 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 and 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]*

**Designation:** Technical Writer

* Authoring, editing, content maintenance and publishing technical documents like release notes, online help/webhelp, user, installation, admin, API and deployment guides.
* Gathering information from various sources such as, development team, testing team, product management team to write clear, concise and easy to understand content.
* Resolving Documentation Bugs and documenting new features from user stories in Rally.
* Working in Agile development environment.
* Working with the UI/UX team to write UI text, UI erro/warning messages.
* Updating Cisco wiki for the feature changes.
* Testing documents with the software to ensure all documents are technically accurate.
* Preparing Online Help for localization/translation and regular follow ups with the localization team till successful delivery.

**Value adds to the organization (Addition responsibilities):**

* I am part of Wipro Technical Publication pre-sales team and work closely with TechPub pre-sales head to generate more business for Wipro.
* 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]*

**Designation:** Technical Writer

**Project** - Power Grid Corporation of India (MiPower Fault Analysis System)

**Was involved in:**

* Creation, Revision, modification of end user manual, installation manual, training manuals and On-line help.
* 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 designing research documents.
* Being a part of the Training and R&D team, I provide training to the fresher or newcomer on the documentation process followed internally and externally.
* Documents: User Manual, Training Manual, Installation Manual and SRS document.

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

**Designation:** Information Developer/ Technical Writer

**Was involved in:**

* 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 deliverables.
* **Documents:** Illustrated Parts Catalogue, owner manual, and installation manual, engineering drawings,

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

**Designation:** Trainee Engineer (Apprentice)

**Was involved in:**

* 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)