# Ashok Kumar

*Technical Writer Advisor*

C020, Golden Rays

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# Overview

Experience in creation and maintenance of different formats of technical documentation for a variety of cybersecurity, backup, and network appliances.

Experience in creating HTML help, Product Manuals, Integration Guides, Release Notes, Quick Start Guides, Getting Started Guides, Migration Guides, White Papers, Install Cards, etc.

Trained in Agile methodology and worked in scrum, Kanban, and Scaled-Agile Framework.

Migration experience in CHM to PDF and PDF to Context-Sensitive Help (CSH) model.

Worked on migrating manuals from Adobe FrameMaker to Madcap Flare.

Experience in implementing Git-based CMS (Managed Gitlab).

Exposure to different CMS and authoring tools (Vasont, Perforce, XMetal, Confluence, Salesforce, Adobe FrameMaker, Gitlab, Madcap Flare).

Converted content from videos to text and text to videos (Camtasia, Brightcove).

Cross-platform testing on Windows, macOS, iOS, and Android devices.

Exposure to SDWAN, WAN Optimization, VPN, switches, GMS, on-prem, hardware security, software security, IoT, and backup technologies.

Trained in Markdown, HTML, CSS, Bootstrap, and basic working knowledge of JavaScript.

Experience in Office 365, OneDrive, iCloud, Google Drive, and Dropbox.

Strong editor with Quality Control experience in investment banks.

Good functional knowledge in different operating systems including Windows 10, Ubuntu Linux, and macOS.

SEO using metadata and SEO best practices.

Experienced in DITA XML data model.

# Work Experience

### *TECHNICAL WRITER ADVISOR, SONICWALL*

Dec-2018 – Now

Supporting enterprise documentation requirements for cybersecurity and networking products.

Worked on firewalls, switches, VPN, Email Security products, endpoint clients, and Global Management Systems.

Authoring guides including Product Manuals, Getting Started Guides, Release Notes, Quick Start Guides, Integration Guides, and Migration Guides.

Migrated content from FrameMaker files to MadCap Flare with Git CMS.

Testing Global Management Systems and cloud applications for documentation.

Took part in implementing Git for Content Management.

Worked on creating style guide for FrameMaker PDF.

Interviewing and mentoring technical writer analysts.

### *INFORMATION DEVELOPER, SYMANTEC*

Oct-2011 – Dec 2018

Authoring and maintenance of different formats of technical documentation including User Guides, Install Cards, Readme, Online Help, Release Notes, Embedded HTML, Context-Sensitive Help, and online help.

Creation and maintenance of different formats of technical documentation for several consumer security, and backup products.

Sole author for Firewall, Antivirus, and Performance modules of all Symantec consumer security products (Norton Antivirus, Norton Internet Security, Norton 360, Norton Security, Norton Power Eraser) for more than 6 years.

Testing products under development.

Optimizing content based on user feedback and metrics.

Customer forum administration representative for the technical documentation team.

Migrated content from different sources to single source and applying conditions.

### *QUALITY CONTROLLER, RR DONNELLEY*

Jun-2007 – Jan-2011

Quality assurance of financial documentation.

Helping documentation teams in improving quality of output.

Quality checking Independent Auditors' Reports for one of the Big Four auditing firms.

Quality checking case studies for investment banks.

Training document specialists on converting data to charts and charts to figures (MS Office).

Helping Document Specialists understanding documentation requests.

Research finance data for accuracy.

Creating metrics for Average Outgoing Quality for each Document Specialists.

Proofreading and copyediting case studies, financial recommendations, proposals, and Balance Sheets.

Quality auditing work of offshore (London and Frankfurt) teams.

Training and helping document specialists with cartographic labeling and marking (Visio).

# Education

Kumaraguru College of Technology, Coimbatore – Affiliated to Anna University.

*Bachelor of Engineering in Mechatronics Engineering*

# Social Media

https://www.linkedin.com/in/ashokchandru/

https://www.quora.com/profile/Ashok-464/answers/English-language

https://english.stackexchange.com/users/271920/user7498612?tab=badges

https://community.norton.com/en/forums/norton-product-manuals-and-faqs

https://github.com/ashokchandru