

PADMINI SRIRANGAN

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PROFILE

- Senior Technical Writer with 11+ years experience in IT, specializing in hardware and software documentation
- Proficient in creating diverse technical content, including knowledge base articles, API process flows, and security policy documents
- Collaborates effectively with cross-functional teams for accurate and comprehensive product documentation
- Experienced in ISO-9000 standard release documentation and software program audits
- Skilled in SEO and content transformation, reviewing product features, product release documentation, enhancing content accessibility and readability with infographics
- Technical proficiency in editing, publishing, and various methodologies, including Agile and Waterfall

SKILLS

Technical Documentation | SEO Techniques | Process Improvement | Infographics | Audit & Compliance | Software Product Knowledge | Policy Development | Project Guidelines Preparation | Process Flow Documentation | Peer Review of Content | Proofreading & Editing | Content Publish | Software Development Lifecycle | Project Management | Team Management | Conflicts Resolution

Technical Expertise:

Domain Software Products | Editing & Publishing: XMetaL Editor, Acrobat Editor, Publishing Tool, Adobe FrameMaker | Agile & Waterfall Methodologies | Jira | Confluence | HTML, DITA, XML, SDL | Acrolinx | Citrix Cloud and Monitoring Services

WORK EXPERIENCE

Senior Technical Writer | Citrix R & D (Through Lancesoft), India | Aug 2023 – Ongoing

- Managed complete documentation for software products, including Citrix Cloud and Monitoring services
- Executed feature analysis, authoring, and publishing, ensuring quality documentation
- Utilized JIRA for tracking and reviewing product features and Confluence for project information
- Coordinated with Product Managers to align documentation timelines with product releases
- Engaged in quality assurance processes for product enhancement and documentation improvement using Acrolinx

Senior Technical Writer | Hewlett Packard Enterprise, Bengaluru, India | May 2022 – Jan 2023

- Managed documentation for various project guides and release planning activities, focusing on hardware documentation

Senior Technical Writer | eTeam InfoServices Private Limited, Bengaluru, India | Jun 2021 – Mar 2022

- Authored knowledge base articles and API process flow documents for security and operational technology products
- Developed security policy, data and information flow documents, and system configuration settings
- Collaborated with cross-functional teams for information gathering, established a consistent style for process flow documentation

Senior Technical Writer | Dell Technologies, Bengaluru, India | Jul 2012 – Oct 2020

- Orchestrated release documentation for server software and storage products, adhering to ISO-9000 processes and Dell's standards
- Contributed to ISO Audit for Software Program and conducted CBA studies
- Engaged in testing tool activities and SDLC, delivering functional plans for projects

- Produced and maintained various technical documents, including User's Guides, CLI Reference Guides, Online Help, Installation Guides, Release Notes, and API Guides
- Transformed content to various formats using SEO techniques for enhanced findability
- Created infographics from technical texts for better documentation clarity and ease of understanding
- Managed defect incidents, conducted peer reviews, and integrated feedback to elevate documentation quality, ensuring adherence to grammar and style guide rules
- Researched writing approaches in other software product companies for continuous improvement

PAST WORK

Designations: Principal Consultant & HR Consultant

Organizations: Manpower Services | Samaya TV | Saaki & Argus Consulting

Duration: Aug 2001 – Jul 2012

EDUCATION & CERTIFICATION

- Bachelors in Computer Science, BMS College for Women, Bengaluru, India, 2001
 - Diploma in Web Designing, AIIT, Bengaluru, India
 - Certificates in Foxpro, UNIX & Oracle, ISCT, Bengaluru, India
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