NIVETHA T

Senior Technical Writer

📞 +91 7899039904   @ nivet2226@gmail.com   🔗 https://www.linkedin.com/in/nivetha-thangavel-52b878148/   📍 Bangalore

SUMMARY

As an accomplished technical writer with over 7 years of experience in delivering clear, user-focused documentation across both software and hardware domains. I specialize in crafting clear and concise guides, streamlining content workflows, and fostering cross-functional collaboration to empower teams in achieving their goals.

KEY ACHIEVEMENTS

🔹 Timely Documentation
Consistently delivered high-quality documents on a scheduled basis.

🔹 Process Improvement
Achieved a 30% reduction in documentation review time through the implementation of new processes.

🔹 Knowledge Transfer Success
Facilitated successful knowledge transfer sessions.

🔹 Stakeholder Satisfaction
Increased stakeholder satisfaction rating by 50% in a key project.

SKILLS

Arbortext Editor | Adobe Illustrator | Azure Devops Platform | Adobe Indesign | Confluence | Figma

HTML | InDesign | Jenkins | JIRA | Microsoft Office | Oxygen XML | SAP | SDLC | SnagIT | XML

EDUCATION

08/2013 - 05/2017
Coimbatore

B.E Aeronautical Engineering
Hindusthan Institute of Technology

EXPERIENCE

04/2024 - Present
Bangalore, India

Technical Writer (Power Products)
Schneider Electric Private Limited
A multinational company specializing in energy management and automation

- **Created** and updated detailed **user, installation**, and **cybersecurity** documentation for **mobile** and **desktop** applications, ensuring technical accuracy, user accessibility, and compliance with industry standards.
- Created and maintained comprehensive **FAQ** content for software products to improve user experience, reduce support queries, and enhance product usability.
- **Migrated** legacy guides to align with the new standardized format as per company requirements.
- Peer reviewed **user interface application messages** in collaboration with development teams to enhance usability and ensure documentation reflects the latest interface changes and user workflows.
- Analyzed **Jira tickets** to collect valuable information for preparing various guides on specific topics.
- Performed self-review to identify technical gaps, ensuring the delivery of high-quality documentation.
- Managed multiple guide projects simultaneously while consistently meeting all deliverable deadlines.
- Received an appreciation email for the successful delivery of the mobile user guide.

EXPERIENCE

03/2022 - 12/2023

Bangalore, India

● **Business Support Specialist (Fujitsu Network & Communication)**

Fujitsu Consulting India Private Limited

A global technology services company

- Created and revised user guides, **release notes**, **API Documentation** and **CLI reference guides** for various products in accordance with style guides.
- Gathered technical inputs from PLM/PSE, Developers, and Testers as per documentation requirements.
- Analyzed and implemented various inputs such as Product Requirement Sheet, Release Specification Agreement, and User Interface Specification for creating a Documentation Project Plan to add new features in the guides.
- Revised graphics using **SnagIt** and Paint.
- Planned and delivered tickets in a sprint-wise manner.
- Proven successful in working with **tight deadlines** and in a challenging environment.
- Followed Fujitsu standards to craft thorough and well-written content.
- Peer-reviewed documents for technical information, writing standards, and styles to maintain quality.
- Contributed to the creation of a technical solution guide for **Gen1 Radio 5G wireless**.
- Extracted weekly reports and communicated with stakeholders to update the project's progress.
- Proficient in Software Development Life Cycle (**SDLC**) and Document Development Life Cycle (**DDLC**) processes.

10/2021 - 03/2022

Bangalore, India

● **Technical Writer (Power Tools & Lifting)**

Ingersoll Rand

A world leader in creating comfortable, sustainable, and efficient environments

- Revised technical documents, including **Product Information Guides**, **Declaration of Conformity**, and Parts List, to meet specific client requirements.
- Translated content into **multiple languages** following approval of the English version.
- Designed a standardized document format (Template) to ensure consistency across all technical procedures.
- Created mock-ups by analyzing **engineering sources** to visually represent figures.

11/2017 - 09/2021

Bangalore, India

● **Associate Consultant (Total Process Manager)**

Capgemini Technology Services

A global leader in consulting, technology services, and digital transformation

- Created and revised **user guides** for Total Process Manager (TPM) application.
- **Collaborated** closely with the software development team to gather technical details for developing user guides.
- Enhanced performance, provided support, and was a **vital member** of a large, centralized documentation team.
- Mentored and **shared best practices** within the team.
- Implemented a specialized checklist within the team to ensure consistent and satisfactory progress in terms of quality.
- Conducted **Root Cause Analysis** and facilitated brainstorming sessions to ensure the production of high-quality technical documents.
- Prioritized tasks effectively handled multiple projects and met stringent deadlines.
- Managed technical writing projects **end-to-end**, encompassing requirement assessment, **workflow tracking**, and timely project completion.