

DIVYA BHUSHAN

TECHNICAL WRITER, CONTENT DEVELOPER

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Frankfurt, Germany
B.E. in Electrical and Electronics
[2000-2004]

Profile

Technical Writer and Documentation Mentor [@Water-Monitoring-System](#).
12+ years of IT background in Database, Linux/Unix Administration, and Corporate Training.
Aspire to develop high-quality knowledge-based Technical/Software documentation.

Skills

Technical

Technical
Documentation

Programming: C, Python basics, Java basics, Shell Scripting

Software
Programming

Operating System: Linux, Unix, Windows

Database: Oracle RDBMS, IBM DB2, MySQL

Linux/Unix
Administration

Software methodologies: SCRUM, Agile, DevOps, SDLC, DDLC

Virtualization: Oracle VM Box

Containerization: Docker, Kubernetes

Database
Administration

Version Control System (VCS): Git, GitHub, GitLab, BitBucket, Source Tree

Static Site Generator: Jekyll, Hugo

Tools/Editors: HTML5, CSS, Markdown, Google Docs, Visual Studio Code, WordPress, SQL Developer, Eclipse EE, Sublime Text, Edit plus, MS Office

Experience

Information Technology and Services Technical Writer/Content Developer

2013-Present

Open source contributor to [Kubernetes/website](#), [Kubernetes/community](#), and [Water-Monitoring-System](#)

Research, develop, and deliver topic-based *Software Documentation* and *Training materials*

Follow *standard Engineering Principles and Practices*

Good understanding of *Instructional Design principles and methodologies*

Familiar with *docs-as-code (DAC)* workflow and follow *Usability testing* on the written content

Implement Document Development Life Cycle (DDLC) while generating Technical Documents

Technical Trainer

Conduct Classroom and WebEx training to accomplish job results and fill knowledge-gaps

Assess, understand the requirement, design, develop, and deliver courseware in blended environments

Plan and design bespoke training courses, structures, materials, durations, lab-setups, hands-on lab activities, and quizzes

Mindtree

Technical Specialist

Aug 2009-Sep 2013

Implemented ETL methods to extract billing details, transform, and load the data in Oracle Database

Designed the *Project document*, *Vision Scope Document*, *Architecture Document*, and *Sample code* for the internal wiki

Performed *Root Cause Analysis* and troubleshooting of *Production errors*

Scheduled and monitored *automated* tasks of file processing, log analysis, and daily cron jobs in Redwood Scheduler

Developed automated test cases and performed *Unit Testing* in different *Production-like VMs* using *Shell scripts* and embedded *SQL code*

User and process management of the Unix/Linux filesystem

Developed SQL procedures in SQL Developer to define a set of pre-processing rules

Involved in the *Release Management* process and designed *Release Notes*

Handled billing invoice deployment on the client's portal

Written *end-user documentation* as part of maintenance and support tasks

Designed the project *database diagrams* with tables implementation

Handled knowledge transfer sessions in the organization on process and technology

Human Capital Institute

Linux Administrator

Sep 2008-Jan 2009

- Configured new production server on EC2 cloud for Company's website development
- Adapted an Agile development approach staying in sync with the project progress tracked by daily SCRUM meetings
- Performed the MySQL Database migration, installation, configuration on the Linux platform
- Administered Users and Groups on Linux Redhat
- Scheduled daily database backups automating the tasks via bash shell scripting
- Deployed the site content on to the new Production server using Tomcat

HCL Infosystems Ltd.

Programmer

Aug 2007-Dec 2007

- Administered DB2 Database Server on the Linux platform that hosted the Company's official website
- Automated system check-up tasks using Linux shell scripts
- Translated technical specifications and notes into easy-to-understand user-content
- Maintained and improved the internal GUI application for data entry written in Python
- Managed DB2 Database administrative tasks such as - User and Group creation, Querying Database and generating SQL query reports
- Trained and supervised recent hires on the pilot project

Dell International Services

Technical Associate

Jun 2005-Dec 2006

- Maintained and administered employee Databases in Oracle DB and presented timely reports
- Written *Product User documentation* including; User manuals, How-to guides, Technical references, Quick setup guides, Installation documents, and solutions for known technical issues
- Trained and mentored Freshers
- Provided in-house and remote technical troubleshooting solutions to various Hardware/Software and application-related issues

Publication

Published Technical work 