DIVYA BHUSHAN

TECHNICAL WRITER @VISUALBI

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Frankfurt, Germany
B.E. in Electrical and Electronics

Profile

I am an experienced Software Documentation (Internal/External) Writer.
I generate Product docs, Technical docs, Test cases, and User docs.
I follow the Software Engineering principles and DDLC method and adapt Docs-As-Codes process.

12+ years of IT background in Database, Linux/Unix Administration, and Technical Training.

Skills

Technical Documentation

Software Programming

Linux/Unix Administration

Database Administration

Technical

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

Operating System: Linux, Unix, Windows

Database: Oracle RDBMS, IBM DB2, MySQL

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

Virtualization: Oracle VM Box

Containerization: Dockers, Kubernetes

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

Static Site Generator: Jekyll, Hugo, mkDocs, gh-pages

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

Experience

VisuaBI
Technical Writer

July 2020-Present

Involved in Product and Technical documentation for the VisualBI products - **ValQ, BI Hub, xViz, and VBX**

Information Technology and Services
Technical Writer/Content Developer

2013-Aug 2020

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

Clients: Oracle, Happiest Minds, Wipro, SLK Software , L & T Infotech , Misys, HP, Schneider Electric, Oxford Engineering College, Nuware Systems Institute of Technology, B.G.S Institute of Technology, Apostrofhy, Sony, Mindtree Ltd

Mindtree
Technical Specialist

Jul 2009-Oct 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, Sample code, and Requirements documents* in lias with the Application management team and the QA team.

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