

DIVYA BHUSHAN

TECHNICAL WRITER @ **VISUAL BI**

B.E. graduate in Electrical and Electronics

divya_bhushan@hotmail.com
Frankfurt, Germany



Profile

Technical Writer in VisualBI for Software product documentation.
12+ years of IT background in Databases, Linux/Unix
Administration, Software documentation, and Corporate Training.

Skills

Technical

Technical
Documentation

Programming: C, Python basics, Java basics (OOP), Shell Scripting

Software
Programming

Operating System: Linux, Unix, Windows

Database: Oracle RDBMS, IBM DB2, MySQL

Linux/Unix
Administration

Software methodologies: SCRUM, Agile, DevOps, CI/CD pipeline, SDLC, DDLC

Virtualization: Oracle VM Box

Containerization: Dockers, Kubernetes basics.

Database
Administration

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

Static Site Generator: Jekyll, Hugo, mkDocs, gh-pages, Docusaurus2

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

Job History

VisualBI
Technical Writer

July 2020 - Present

Generate technical product documentation for the VisualBI products - [ValQ](#), [BI Hub](#), and [xViz](#).

Migrated the **ValQ** product documents from Docusaurus2 older version to the latest .69 version.

Maintain and update the **ValQ** document site with product latest features.

Developed and maintain the **BI Hub** documentation website on Docusaurus2 static site generator for the *Installation, Administration, and User guide*.

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

Skills: Product/Software documentation, Agile, Product guides, SDLC, DDLC, Docusaurus2

Information Technology and Services
Technical Writer/Content Developer

Sep 2013 - Jun 30, 2020

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

Deploy and version documents over Git and use *GitHub Pages* web-hosting service for publishing

Technical Trainer

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

Assess, understand the requirement, design, develop, and deliver course-ware 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 for *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
