

# Vasuki Ongole

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## Summary

Experienced Senior Technical Writer with a demonstrated history of working in the writing and editing industry. Skilled in SnagIt, FrameMaker, Technical Documentation, Release Notes, Proof Reading and Editing.

Experienced Technical Writer with over 10 years of experience. I have worked in diverse domains including healthcare, education, automobile, and software. Proficient in creating a variety of technical documents, such as user guides, release notes, manuals, and other product documentation. Skilled in software tools like MS Word, Framemaker, and SnagIt. I am committed to producing high-quality documentation that is concise, accurate, and easily accessible to the target audience. My experience in different domains has honed my skills in adapting to new technologies and quickly understanding complex technical concepts.

## Experience



### Web Content Developer

Sattwa Studio

May 2019 - Present (4 years 1 month)

Created the website [sattwastudio.com](http://sattwastudio.com) from scratch using WIX. Responsible for developing the overall design and layout of the website to ensure it was visually appealing, easy to navigate and aligned with the brand's image. Additionally, I wrote content for more than 40+ products which included how the product works, their ingredient details, and explained scientific proof in an easy to understand way.

To create content that was informative, engaging and accurate, I conducted extensive research on the products and their ingredients. I leveraged my writing skills and subject matter expertise to craft content that resonated with the target audience, while also ensuring that it was SEO-friendly to increase website visibility.

Furthermore, I implemented best practices for website design and content creation, including using effective calls-to-action and writing clear and concise copy. These efforts resulted in increased website traffic and engagement, as well as improved customer satisfaction.

Overall, my experience in website creation, content development, and SEO optimization, enabled me to deliver a high-quality website that aligned with the brand's image and met the needs of the end-users.



### Senior Technical Writer

Pearson India

Jan 2018 - Feb 2019 (1 year 2 months)

Created a comprehensive user manual for a teacher and student, question and answer paper management application from scratch. This involved conducting extensive research and gathering detailed information about the application's functionalities to ensure that the user manual was extensive and user-friendly.

Actively involved in the design process of an application for school management. As part of this role, I wrote user stories, which helped to capture the requirements and needs of the end-users. I also reviewed mock screens to ensure that the application's design was intuitive and aligned with the user stories.

My experience here, involved a deep understanding of user-centric design principles and the ability to collaborate effectively with cross-functional teams. I leveraged my expertise in writing, research, and user experience design to deliver a high-quality product that met the needs of the end-users.



## **Senior Technical Writer**

### **Philips**

Dec 2012 - Sep 2014 (1 year 10 months)

Responsible for reviewing and approving user interface designs for a healthcare application. This role also required me to edit and update internal documents that consisted of UI warning and data input screens. My background in writing, coupled with my subject knowledge of physics, enabled me to create high-quality technical content. I used my proficiency in effectively communicating difficult technical ideas to produce excellent documentation that satisfied end-user requirements.



## **Technical Writer**

### **IBM**

Jun 2009 - Dec 2010 (1 year 7 months)

I was responsible for creating, editing, and reviewing user manuals from scratch. The input material was sent to us from German translators who had minimum technical knowledge about mechanical design software. To ensure that the user manuals were accurate and informative, I worked closely with subject matter experts in our team to obtain the best possible inputs.

As part of this role, I reviewed the transcripts provided by the German translators and used them as a base to create user manuals, release notes, and internal navigation documents for the same software. To ensure that the documents were 100% correct and factual, I leveraged my knowledge of the automotive industry and collaborated with SMEs to incorporate the latest technical terms and industry jargon.

Furthermore, I implemented best practices for technical writing, such as creating diagrams and illustrations to help users better understand complex concepts. These efforts resulted in user manuals that were easy to read, informative, and visually appealing.



## **Technical Writer**

### **Tata Consultancy Services**

Mar 2008 - Feb 2009 (1 year)

As a part of the technical communications team, I contributed to the development of user manuals and release notes for a healthcare application that functioned as a database for both patients and doctors. In light of the application's novelty at the time, multiple updates were released within a short timeframe, necessitating the periodic revision of user guides and creation of updated release notes. I was an integral part of the editing and reviewing team and also performed proofreading tasks to ensure the accuracy and clarity of the documentation.



### **Technical Writer**

Satyam Computers

Aug 2007 - Feb 2008 (7 months)

Webservices Domain



### **Tech.Support**

IBM

Jun 2006 - Jul 2007 (1 year 2 months)



### **Tech.Support**

Knoah Solutions

Nov 2005 - Feb 2006 (4 months)

## **Education**



### **N B K R INSTITUTE OF SCIENCE & TECHNOLOGY, VIDYANAGAR, KOTA**

B.tech, Mechanical Engineering

2001 - 2005

## **Skills**

User Manual Development • ms word • proof read • Visio • Web Content Writing • Strategic Content Development • Proofreading • Search Engine Optimization (SEO) • Microsoft Word • Communication