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**Immediate Joining**

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# About me:

An experienced Project Leader with excellent research, problem-solving, superior written and interpersonal communication skills. Ready to take up new challenges and opportunities.

# Summary:

* Started career as a Content Developer.
* Worked as a Content Writer.
* Worked as a Technical Writer since July 2010 till September 2023.
* Worked on multiple technical writing projects both as an individual contributor and as a team lead.
* Mentored, trained, and managed junior writers.
* Worked as a Technical Writer in Australia and South Korea for more than a year in each country.
* Worked as a business analyst and project manager.

## Education:

B. Tech (CSE) from JNTU, Hyderabad

## Tools:

**Authoring:**

* Technical Writing / Authoring tools
* MS Word
* Pages(iOS)

**Illustration:**

* Corel DESIGNER X4
* MS Visio
* Omnigraffle

**Content management system:**

* Alfresco
* Concentra
* Confluence
* GitHub/Gitlab
* SharePoint

## Documents handled:

* Process documents
* Software documents

## Domain Experience:

* Information Technology
* Information Technology Infrastructure

# Experience

1. **Wipro Ltd.**

**Client / Project: Estee Lauder Companies [January 2023 to September 2023]**

**Roles and Responsibilities (Business Analyst and Project Manager)**

**Location: Hyderabad, India**

* Organize meeting with stakeholders from ELC and Wipro Domain teams for setting up IT rooms and network Infrastructure for infra projects.
* Capture the client requirements in a clear and concise manner through emails and other communication channels
* Consult with the Domain teams to capture their scope of work, deliverables and efforts required to accomplish tasks and RACI matrix.
* Follow up with stakeholders for completing action items, tasks lists, information gathering, project milestones, document generation and sign offs.
* Prepare project kick off, project schedule and run books to run, execute and own projects from start to end.

**Client / Project: Samsung Foundry [September 2021 to November 2022]**

**Roles and Responsibilities (Deputy Manager)**

**Location: Suwon, Korea (South)**

* Worked as a senior technical writer and lead for the team.
* Reviewed technical documents for multiple projects.
* Liaised with client and develop communication plan for communication with the team, client management, Wipro management and other project teams.
* Prepared presentations to showcase project highlights and work progress.
* Organized meetings to keep up with project updates, information gathering and scheduling.

**Client / Project: Multiple projects** **[August 2016 to August 2021]**

* Worked as a lead technical writer in multiple projects. Lead team of writers and trained them.

**Client / Project: Onsite Canberra - Australia (14 months on a 457 visa) [May 2015 to July 2016]**

Government Health Care Payments and Services - Department of Human Services - Australia

**Roles and Responsibilities (Senior Technical Writer):**

* Created the template for functional specifications documents for the guided procedures developed for SAP CRM GUI. Updated the template based on peer reviews, changes in the guided procedures framework and inputs from the technical/functional team.
* Coordinated with functional consultants (SAP CRM), technical consultants (SAP ABAP) and management teams for inputs and clarifications and ensured that the documents are accurate before final delivery.
* Published the documents on SharePoint site, maintained the updated documents on the site and shared the links to the documents to various stakeholders spread across various offices throughout Australia.
* Prepared the instruction-oriented task cards quickly, the task cards were then shared with the end users (customer service officers) who used the steps in resolving issues occurring while running the SAP applications and solutions.

**Client / Project: Multiple projects [January 2013 and May 2015]**

* Worked as a Lead / Senior Technical Writer

1. **Ivitesse Technologies**

**Job Title: Consultant – Technical Writer**

*Ivitesse Technologies Pvt Ltd.*

*Pune / Maharashtra*

*July 2011 – January 2013 - Full time employment with, deputed at Wipro Hyderabad as a Technical Writer*

**Client / Project:** Telecom - 2G and 3G network servers

1. **EXFO**

**Job Title: Technical Writer**

EXFO NetHawk India Pvt. Ltd.

*Bhubaneswar / Odhisa*

*April 2011 – June 2011*

**Client / Project:** Telecom - 3G and LTE network simulator and Analyzer

1. **Wipro Technologies**

**Job Title: Project Engineer - Technical Writer**

*Wipro Technologies.*

*Pune*

*October 2008 – March 2011*

**Client / Project:** NXP Semiconductors – Pune[July 2010 – April 2011]

**Roles and Responsibilities (Junior Technical Writer):**

* Validated and performed quality checks on the technical documents (Data Sheets) of various products of a leading manufacturer of Semiconductor products.
* The quality and validation checks were done as per the predefined checklist which involved, illustration, grammar, spell check, and more.
* Validated the electrical and mechanical units used in the document, confirmed the information structure and other validations.

**Client / Project:** HP - [April 2009 – June 2010] - Wipro BPO

**Roles and Responsibilities (Content Writer - Single Point of Contact (SPOC) for Hyderabad location):**

* Migrated various documents from client website, in the notepad and then later using XML editor. The migration involved checking the document content for accuracy, editing as per the specific format, and publishing the document output to be uploaded to the java-based chat tool.

**Client / Project:** HP [October 2008 – March 2009] - Wipro BPO

**Roles and Responsibilities (Support Executive** *-* **Chat support agent):**

* Helped the customers in troubleshooting various issues occurring on the client products.

1. **Professional Publications**

**Job Title: Content Developer**

*Professional Publications.*

*Hyderabad / Andhra Pradesh*

*May 2007 - October 2007 -*

**Roles and Responsibilities (Content Verifier and Developer):**

* Worked as a Content Developer. The work involved developing easy, understandable and ready to read study material for students pursuing MCA.

# Profile highlights

* Quick learner
* Easily adapts to working in New and challenging environments.
* Expert in communication (English, Urdu, and Hindi). Can write, speak and read.
* Can read and write in Arabic and Telugu.
* Efficient team player
* Able leader
* Athletic (former blade runner)
* Award winner. Received 50 plus certificates, awards and prizes throughout schooling and professional career
* Received several citations and accolades while working in Wipro.

# Personal Details:

**Father’s Name :** Late. Al-Haj Hassan Mohammed

**Date of Birth :** 10/06/1983

**Nationality :** Indian

**Passport number :** R0120651

**Languages Known :** English, Telugu, Hindi and Urdu.

**Hobbies :** Riding, Reading Newspaper and playing Games.

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Tolichowki, Hyderabad, Telangana - 500008.