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| **KAMALIKA CHOWDHURY SHAW**  Manager - Technical Document Writer & Editor  +91-8420566965 / +91-7710006713 kamalika8518chowdhury@yahoo.co.in |
| In quest of being part of an organization that offers generous opportunities to learn, explore & outshine in managing **Technical Documentation, Editing, Writing Creative Content** while accomplishing personal, professional as well as organizational goals. |

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| **Core Competencies**  Technical Writing  **----------------------------------------------------**  User Manual/User Guide/SOP  **----------------------------------------------------**  Software Requirement Specification (SRS)  **----------------------------------------------------**  Help Files  **---------------------------------------------------**  Editing Business/Technical Proposals  **----------------------------------------------------**  High Level Design Document (HLD)  **----------------------------------------------------**  Low Level Design Document (LLD)  **----------------------------------------------------**  Workflow Diagrams  **----------------------------------------------------**  Process-flow Diagrams  **---------------------------------------------------**  MS WORD & MS VISIO  **---------------------------------------------------**  Complex Report Presentation  **---------------------------------------------------**  Power Point Presentation  **----------------------------------------------------**  Cross-functional Coordination  **----------------------------------------------------**  **Education**  **2009:** Master of Arts (M.A.) in English Literature  **2007:** Bachelor of Arts (B.A.) in English Literature  **Soft Skills**   * Effective Communicator * Time Management * Ideation * Problem-Solver * Decision-Maker * Team Management * Leadership * Multi-Tasking * Innovation | | **Profile Summary**   * A competent professional with over **13 years** of experience as Manager of Technical Documentation and editing. * Worked on e-Governance project for the **Government of India** & various **Indian State Governments.** * Expertise in **User Manual** Writing and **Software Specification Documentation**. * Proficiency as one-point contact for end-to-end complex document review, improvisation & version control. * Having fluent proficiency in English, Bengali and Hindi languages along with translation expertise in other Indian State languages. * An expert Technical Content Editor with MS Visio, MS Word and MS Power Point proficiency. * Have professionally worked on English, Bengali, Hindi and Marathi languages. * Have been part of multi-lingual team and have proved remarkable contribution as a team member as well as independent personnel. * An independent professional & new concept thought leader. * Editor with keen eye to the dotted I’s and crossed T’s. * Keen interest in Health, Medical, Food, Entertainment, Lifestyle, e-Commerce, fashion and many more industries. * Have worked on data analysis and social listening using Talk-walker tool for MTN Africa * Continuous learner and innovator in **Structuring the Unstructured, Untethering the power of Information and Restraining it in Documentation**. * Expertise in managing project operations related activities like project review.   **Certifications**   * **Certification in Information Technology Application (CITA)** from Youth Computer Training Centre in the year of 2009.   **Achievements**   * Best Employee Recognition. * Achieved Grade A (**Batch Topper**) in CITA course. * School Topper in 11th Standard. * Achieved 3rd position in poetry composition in School. | |
| **Work Experience**  **ABM Knowledgeware Ltd., Mumbai, India from Nov’16-Present**  **Designation:** Senior Technical Writer (Manager & Editor of Documentation)  Date: 07.11.2016 to Present  **Clematis Software Technologies Pvt. Ltd., Kolkata, India** from **Aug’13-Aug’16**  **Growth Path:**  Senior Technical Writer & Business Analyst  Date: 01.04.2014 to 31.08.2016  Technical Writer & Business Analyst  Date: 01.08.2013 to 31.03.2014  **SBR Technologies Pvt. Ltd., Kolkata, India** from **Jan’11-Jun’13**  **Designation:** SMO Executive  Date: 13.01.2011 to 30.06.2013  **Roles Across the Career**   * Technical Content Writing/Editing and Documentation * Writing User Manuals & Guides * Software functionality analysis conceptualization & documentation * SaaS and PaaS functionality analysis conceptualization & documentation * Documentation of Software Requirement Specifications & monitoring the implementation & development life cycle of Software products happening as per the SRS. * Writing & documenting business processes and detailed functional requirements. * Planning and writing Business Contract Agreement with International Clients. * Data Intelligence & Report creation * Writing & Editing Case Studies * Writing & Editing Value Propositions * Writing ecommerce product descriptions * Writing Google play and App store content * Software Product Documentation * Conceptualization of Web and mobile application features, functionalities, UI & UX * Planning of Technology Roadmap and preparing PPTs * Deciding App names and slogans * Develop tutorials, guidelines, FAQs * Writing & Editing Website & Mobile App Content * Planning & Documenting Pricing Plan * Complex PowerPoint Presentations * Conceptualization, Writing & Editing Company Brochure * Peer review technical documents for grammar, content and style of writing * Software Conceptualization and peer review of Projects * Quality Analysis of finished Software products * Project Management, Client Interaction, Systems Study & Analysis, Resource Management * Testing the functionality and usability functions of a developed project. Identifying and following up on removals of bugs and errors. * Data analysis and social listening monitoring and reporting with Talk-walker and Google analytics * Meta data writing for websites   **Personal Details**  **Date of Birth:** 18th September 1985  **Languages Known:** English, Hindi & Bengali  **Marital Status:** Married  **Address:** Kolkata, India | |