

## Eldhose George

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### **Technical and Content Writing Skills**

- 9 years, 10 months of experience in creation/revision of documentation.
- Thorough knowledge structured and unstructured authoring.
- Expert in writing Concept, Task and Reference topics using guidelines.
- Hands-on experience in multiple writing standards like DITA, S1000D, iSpec 2200 and ATA100.
- Good understanding of Software Development Life Cycle (SDLC), Documentation Development Life Cycle (DDLC)
- Good understanding of different style guides like Microsoft Manuals of Style (MSTP), and Technical English (STE).
- Possess good knowledge of multiple authoring and illustration tools, good at learning new tools quickly.

### **Documentation Knowledge**

- Creation of User Guides, Online Help Manuals, Installation and Configuration Guides, Deployment Guides, Troubleshooting Guides, Component Maintenance Manuals (CMM), Illustrated Parts Catalogue (IPC) and Interactive Electronic Technical Manuals (IETMs).
- Knowledge of advanced concepts like DITA, structured authoring, single sourcing, topic-based authoring, XML, and SGML.
- Ability to analyze the documentation requirements and perform audience analysis, writes the content clearly and concisely, implement reviews and publish the documents.

### **Tool Skills**

- **Authoring Tools:** Adobe Experience Manager, Heretto, Adobe Robohelp, Adobe Framemaker, Arbortext Epic Editor, MS Word, Atlassian Confluence, and Madcap Flare.
- **Content Management System:** Adobe Experience Manager, Heretto, Contenta, Clares
- **Illustration Tools:** ISO-Draw, Tech Illustrator, and Corel Draw.
- **Capture Tools:** Snag IT and MS Snipping Tool.
- **Others:** MS Excel, MS PowerPoint, JIRA, Team Foundation Server.

### **Professional Experience**

#### ➤ **Mitel Communications Private Limited, Bangalore**

Designation: Senior Technical Writer

Company Profile: - Telecommunications.

Web Site: [www.mitel.com](http://www.mitel.com)

Period: June 2021 to till date

### **Responsibilities**

- Creation, updation of various user documents like Online Help Manuals, Deployment guides, Admin Guides, Installation and Configuration Guides as per the requirement.
- Identify the latest product features on the Jira tickets or on the project management dashboard, and then update or develop the documents with the appropriate changes by studying multiple source documents and exploring the product.
- Works as an independent contributor for the project team.
- Own the complete ownership of publishing and managing the Documentation Center.
- Troubleshoot the issues with the authoring tools and help other writers with a solution

### **Achievements**

- Received quarterly Game Changer award from Mitel for implementation and taking the ownership of the migration process of new authoring environment- Heretto.

### ➤ **Siemens Technology and Services, Bangalore**

Designation: Technical Writer

Company Profile: - Technology and Services.

Web Site: [www.siemens.com](http://www.siemens.com)

Period: Nov 2018 to June 2021

### **Responsibilities**

- Creation, updation of various user documents like Online Help Manuals, Deployment guides, Admin Guides, Installation and Configuration Guides as per the requirement.
- Identify the latest product features from the project planning meeting and document them in the SIPS+.
- Identify the best practices and share them to the entire technical writing team.
- Works as an independent contributor for the project team.
- Realizing innovative ideas which can improve the product support and help in implementing them.
  - Product Landing Page. This is a one stop solution for all information requirements within the product. Earlier the user had to search in multiple portals for information such as Newsletters, Software update service, FAQs, Training Materials, Product Documentations etc. This was appreciated by partners.
- Conducting root cause analysis and brainstorming sessions to ensure high-quality output from the team.
- Update and manage the document repository with latest revision of manuals.

### **Achievements**

- Excellent feedback and appreciation from business partners highlighting the contributions in documentation and on time delivery of documents. - Siemens
- Received appreciation from Siemens for my coordinated interactions with the respective scrum teams in enhancing the documentation process.

### ➤ **Tavant Technologies, Bangalore**

Designation: Senior Technical Writer

Company Profile: - IT Services and Solution

Web Site: [www.tavant.com](http://www.tavant.com)

Period: Oct 2016 to Oct 2018

### **Responsibilities**

- Creation, updation of various user documents like Online Help Manuals, Troubleshooting Guides, Implementation Guides as per the requirement.
- Works as an independent contributor for the project team.
- Update and manage the document repository with latest revision of manuals.
- Update the document center with the latest documents.

### **Achievements**

- Received Quarterly Award for Agility and Teamwork at Tavant Technologies.
- Appreciation from stakeholders and customers for innovative approach towards documentation look and feel at Tavant Technologies.

### ➤ **Cyient Limited (formerly InfoTech Enterprises Limited)**

Designation: Technical Writer –MRO Information Management

Company Profile: - A leading global player in engineering solutions.

Web Site: [www.cyient.com](http://www.cyient.com)

Period: May 2014 to Oct 2016

### **Responsibilities**

- Creation, updation of various user documents like Component Maintenance Manuals (CMM), Overhaul Manual (OHM) and Service Bulletins (SB) as per the requirement.
- Train new joiners in authoring tools, illustration tools and style guides per the customer requirement.
- Conducting root cause analysis and brainstorming sessions to ensure high-quality output from the team.

### **Achievements**

- Certificate for Associate of Month for the excellent customer feedback at Cyient Ltd.
- Certificate of Appreciation from Avail co., Slovenia on behalf of Apollo Aviation, USA for documentation work at Air India, Mumbai.

### **➡ Delos Consulting Pvt. Ltd, Bangalore**

Designation: Technical Author cum Trainer

Company Profile: - A leading consultant for engineering (auto) solutions.

Web Site: [www.delosconsulting.in](http://www.delosconsulting.in)

Period: Oct 2012 to May 2014

### **Responsibilities**

- Creation, updation of various user documents like Overhaul Manual, Component Maintenance Manual (CMM), Service Bulletin (SB), Illustrated Parts Catalogue (IPC) and Interactive Electronic Technical Manuals (IETMs).
- Creation/Revision of illustrations.
- Train new joiners in authoring tools, illustration tools and style guides per the customer requirement.

### **Achievements**

- Certificate for Associate of Month for the excellent customer feedback at Cyient Ltd.
- Certificate of Appreciation from Avail co., Slovenia on behalf of Apollo Aviation, USA for documentation work at Air India, Mumbai.

### **Educational Qualification**

- ✚ Completed **B.Sc. AME** with first division - Degree issued by Singhania University, Rajasthan.
- ✚ Completed Degree in **AME** (Approved by DGCA, Govt of India) from SHA-SHIB Aviation Academy, Cochin, Kerala with 80% (2008 to 2011).
- ✚ Completed HSC (Computer Science) from Mar Elias Higher Secondary School, Kottappady, Kerala with 67% (2008).
- ✚ Completed SSLC from Mar Elias Higher Secondary School, Kottappady, Kerala with 74% (2006).

### **Personal Profile**

Date of Birth	:	17-May-1990
Sex	:	Male
Nationality	:	Indian
Marital Status	:	Married
Linguistic abilities	:	English, Hindi, Malayalam, Tamil and Kannada.

### **Declaration**

I hereby solemnly pledge that above information is true and correct to the best of my knowledge.

Date: 2 August 2022

Place: Ernakulam

**ELDHOSE GEORGE**