Senior Technical Writer (11+ Years of Experience)

Eldhose George

Kottalil House
Kottappady Post
Kothamangalam Taluk
Ernakulam Dist., Kerala-686692

Email: eldhose.kottalil@gmail.com
Profile: eldhosegkottalil.github.io
Mobile No: **+91 99619 45095**

Linked in

Technical and Content Writing Skills

- 11 years and 3 months of experience in the creation/revision of documentation.
- Thorough knowledge of structured and unstructured authoring.
- Expert in writing Concepts, Tasks, 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 various style guides like Microsoft Manuals of Style (MSTP) and Technical English (STE).
- Possess sound 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, 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, write 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, Bengaluru**

Designation: Senior Technical Writer

Period: June 2021 to till date

Responsibilities

- Authoring and preparing technical documentation like Online Help Manuals, Deployment guides, Admin Guides, Installation, and Configuration Guides by identifying tasks from Jira tickets.
- Handling assigned backlogs and queries, taking ownership of the documentation tasks, and ensuring their completion according to the documentation plan.
- Collaborating with cross-functional teams, including developers and testers, to gather information and ensure documentation accuracy.
- Communicate with team members and stakeholders by conducting meetings and calls to maintain high accuracy and quality in the document tasks.
- Identify the latest product features on the Jira tickets or the project management dashboard, and then update or develop the documents with the appropriate changes by studying multiple source documents and exploring the product.
- Ownership of any activity and actively contribute to Heretto tasks, including creating Releases, Branches, and Versions.
- Participate in Heretto meetings and provide feedback for improvement.

- Track and manage documentation tickets for future reference.
- Troubleshooting and resolving issues writers face while using documentation tools such as Heretto and RoboHelp.
- Works as an independent contributor to the project team.
- Complete ownership of publishing and managing the Documentation Center.

<u>Achievements</u>

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

➡️ **Siemens Technology and Services, Bengaluru**

Designation: Technical Writer

Period: Nov 2018 to June 2021

<u>Responsibilities</u>

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

<u>Achievements</u>

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

➡️ **Tavant Technologies, Bengaluru**

Designation: Senior Technical Writer

Period: Oct 2016 to Oct 2018

<u>Responsibilities</u>

- Create and update various user documents like Online Help Manuals, Troubleshooting Guides, and Implementation Guides as required.
- Works as an independent contributor to the project team.
- Update and manage the document repository with the latest revision of manuals.
- Update the document center with the latest documents.

<u>Achievements</u>

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

➡️ **Cyient Limited (formerly InfoTech Enterprises Limited)**

Designation: Technical Writer - MRO Information Management

Period: May 2014 to Oct 2016

<u>Responsibilities</u>

- Created and updated 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's requirement.

- Conducting root cause analysis and brainstorming sessions to ensure high-quality output from the team.

Achievements

- Certificate for Associate of the Month for the excellent customer feedback at Cyient Ltd.

➡️ **Delos Consulting Pvt. Ltd, Bengaluru**

Designation: Technical Author cum Trainer

Period: Oct 2012 to May 2014

Responsibilities

- Create and update various user documents like Overhaul Manuals, Component Maintenance Manuals (CMM), Service Bulletins (SB), Illustrated Parts Catalogues (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's requirement.

Achievements

- 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 solemnly pledge that the above information is accurate and correct to the best of my knowledge.

Date: 4 February 2024
Place: Bengaluru   **ELDHOSE GEORGE**