ELDHOSE GEORGE

Phone: +91-99619 45095　　　　　　　**Profile:** eldhosegkottalil.github.io

Email: eldhose.kottalil@gmail.com　　　**LinkedIn:** www.linkedin.com/in/eldhosegk

SUMMARY

- A seasoned Technical Writer with over **11 years of experience** in authoring hardware and software documentation for various platforms.
- Expertise in **single sourcing**, **structured and unstructured authoring** with a thorough knowledge of different writing standards like **DITA**, S1000D, iSpec 2200, and ATA100. Proficient in **XML** and SGML-based multiple authoring tools.
- Extensive experience in **analysing**, **interpreting**, **simplifying** technical information, and adopting content presentation strategies that enhance customer experience.
- Proven abilities in creating and maintaining user guides, release notes, admin guides, deployment guides, and system engineering guides.

SKILLS

- Content Strategy and Delivery **|** Technical Research **|** Instruction Writing **|** Editing **|** Usability Testing **|** Process Improvement.

TOOL PROFICIENCY

- Heretto | Adobe Experience Manager | Adobe RoboHelp | Adobe FrameMaker | Arbortext Epic Editor | MS Word | Atlassian Confluence | Madcap Flare | MS Excel | MS PowerPoint | JIRA | Team Foundation Server.

PROFESSIONAL EXPERIENCE

Mitel Networks | Senior Technical Writer | *June 2021 - Present.*

- Manage technical documentation based on Jira tickets, including Online Help Manuals, Deployment guides, and Admin Guides.
- Take ownership of assigned backlogs and queries, ensuring completion according to the documentation plan.
- Collaborate with cross-functional teams to gather information and maintain documentation accuracy.
- Communicate with team members and stakeholders to uphold high document quality.
- Update the documents with the latest product features, contributing to Heretto tasks.
- Troubleshot documentation tool issues and provide support to writers.
- Manage the Documentation Center and publishing tasks.

Siemens Technology and Services | Technical Writer | *Nov 2018 - June 2021*

- Created and updated user documents like Online Help Manuals, Deployment guides, Admin Guides, Installation and Configuration Guides based on project planning meetings and Jira tickets.
- Shared best practices within the technical writing team.
- Implemented innovative ideas to enhance product support.
- Update and manage the document repository with the latest releases.

Tavant Technologies | Senior Technical Writer | *Oct 2016 - Oct 2018*

- Created and updated user documents.
- Worked independently within project teams.
- Managed document repositories and updated the document center.

Cyient Limited | Technical Writer | *May 2014 - Oct 2016*

- Worked closely with the Entry into Service (EIS) team for Pratt and Whitney Canada to develop product documentation for aircraft engines.
- Was responsible for the creation and maintenance of Overhaul Manuals (OHM), Tool Service Bulletins (TSB), and Component Maintenance Manuals (CMM) for aero-engine components in Service and Entry into Service (EIS) aero-engine components.

Delos Consulting Pvt. Ltd | Technical Author cum Trainer | *Oct 2012 - May 2014*

- Created and updated user documents like Overhaul Manuals, Component Maintenance Manuals (CMM), and Illustrated Parts Catalogues (IPC).
- Provided training in authoring tools and style guides to new joiners.

EDUCATIONAL QUALIFICATION

- **Bachelor of Science (B.Sc)** - Aircraft Maintenance Engineering - Singhania University, Rajasthan

AWARDS AND RECOGNITION

- **Quarterly Game Changer** award for spearheading the implementation and migration to Heretto at **Mitel**
- Recognized for **outstanding documentation contributions and timely delivery**, receiving excellent feedback and appreciation at **Siemens.**
- **Quarterly Award** for Agility and Teamwork at **Tavant Technologies**.
- Appreciated by the stakeholders and customers for an **innovative approach towards documentation look and feel at Tavant Technologies**.
- Certified as **Associate of the Month** for exceptional customer feedback at **Cyient Ltd**.

ELDHOSE GEORGE