

# Amit. S. Gaikwad

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## Career Objective:

Intend to build a career as a Technical writer in leading IT industry with committed & dedicated people, which will help me to explore myself fully and realize my potential. Willing to work as a key player in challenging and creative environment.

## Personal Skills :

Highly motivated, enthusiastic IT Executive with expertise in IT Documentation & Manual testing. Energetic self-starter with excellent Research, Analytical and Communication skills. Willingness to learn, lead & motivate group.

## Awards and Accomplishments :

Global Certifications	Certification Exams	Year	Achievement details
Microsoft Certified Technology Specialist	<ul style="list-style-type: none"><li>Application Development Foundation (C#)</li></ul>	2009	80 %
	<ul style="list-style-type: none"><li>Web-based Client Development (ASP.net)</li></ul>	2010	87%

Exam	Institute	Marks	Year
Diploma in Software Testing	Seed Infotech Pvt. Ltd.	65%	2013

## Professional Experience:

**Company : Reliance Retail IT -**

**Department: CoE (Center of Excellence)**

## Technical Writing & Documentation :

Planning Procedures for Documentation & Designing Templates using the High-end tools as per required, coordinating with various Teams for requirements & information gathering, to make an improvement in documentation process.

**Project :**

Home Shop 18 (HS18) is India's leading digital commerce platform - present on TV Channel, web and mobile.

**Technologies & Tools :** SAP Solution Manager, Microsoft SharePoint 2010, Microsoft Visio.

**Roles & Responsibilities :**

- Creating a documentation in SAP Solution Manager of ERP/ECC & EWM (Enterprise Ware House Mgmt.) Retail process by doing information gathering through team and project meetings
- Using Microsoft Visio for Designing HS18 Cross Functional Data Flow chart & Block Diagram.
- Using Microsoft Share Point 2010 portal for -
  - Project File Management and documentation related to various departments like PMO-IT etc.
  - creating Surveys for Organization team members
  - creating Approval Workflows for the Documents.
  - Implementing Document Life Cycle

**Duration :** 4 months

**Company : Creative IT Pvt. Ltd.( CMMI Level-3 )**

Currently worked as Software Test Engineer and CMMI Documentation Technical Writer for following Projects :

**CMMI Documentation (Level-4) :**

**Project :** Spectrum

**Business Domain:** Retail Management.

**Client :** Sbarro, Prashant Corner , Jumbo King

**Methodology :** Agile, Waterfall

**Project :** manageID :

**Business Domain:** Identification Management.

**Client:** US Government. Agencies

**Methodology :** Scrum

**Roles & Responsibilities :**

- Project Management Plan
- Test Management Plan
- Configuration Management Plan
- Meetings with Business Analyst, Program Manager, SQA, Developers.
- Reviewing from Team Leader & Approval from Project Manager.

QA / Testing :

Internal Project : SOW (Statement of Work)

Domain : Legal

Methodology : Agile

Environment: Windows XP/ 7.

Tool : Mantis

Total Duration: 3 months.

**Company: Sun Pharma Pvt. Ltd.**

Worked as an IT Officer and Technical Documentation Executive for the following projects :

QA/Testing & IT Technical Documentation: :

Project Name: LIMS (4.1.1) Laboratory Information System:

Business Domain: Pharmaceutical.

Documentation Tools : MS Office.

Defect Tracking Tool: Test Tracking System (TTS)

Methodology: Agile.

Environment: Windows XP/ 7.

Features :

A Laboratory Information Management System (LIMS) is software that allows you to effectively manage samples and associated data to improve lab efficiency. By using a LIMS, your lab can automate workflows, integrate instruments, and manage samples and associated information. Labs using LIMS boost their level of professionalism and their ability to meet customer demand in two ways:

- LIMS helps labs produce accurate, reproducible results faster and more reliably

- LIMS makes data from sequencing runs easier to store, track, and assess over time and across experiments so that labs can evaluate and improve operational efficiency.

#### TrackWise®(COTS : Sparta Systems) :

Enterprise Quality Management Solutions utilizes a web services-based integration architecture in order to seamlessly integrate with a client's Service Oriented Architecture (SOA). TrackWise also features a suite of integration utilities to enable organizations to quickly and easily integrate with a variety of enterprise systems like (LIMS).

#### Roles & Responsibilities :

##### Technical Documentation :

- Operational Qualification (OQ) & Performance Qualification(PQ)
- User Manuals, Release Notes & Evidences.

##### Testing :

- Compliance Testing, Integration Testing, Functional Testing & Module Testing
- Registering Defects in Test Tracking tool, Preparing Checklist

Total Duration: 8 months.

## Company : Soft.Com Pvt. Ltd

Worked as an Software Test Engineer and Technical Content Writer with Soft.Com Pvt. Ltd for the following projects :

#### 1) Soft.Com Pvt Ltd. (Corporate Website)

Business Domain : IT Services

Web Technology: Joomla

Link: <http://www.softdotcom.in/>

Designation : Website Technical writer

#### Features :

Company Profile& Management Profile, Innovative Services & Intellectual Property (IP), Career Opportunities, Esteemed Clients & Testimonials, Downloads.

#### Roles & Responsibilities :

- Requirement Research & Analysis ,
- Content write up , Technical Documentation &Defect Report

- Grey Box Testing, Functional Testing, Compatibility Testing on Browser, Mobile & Tablets.

## 2) PCSHIS (Prodoc Gold 08 : Hospital Information Management System)

Business Domain : Health Care

Client: PCS Technologies Pvt. Ltd.

Defect Tracking Tool : Mantis Bug Tracker

Methodology : Iteration

Environment: Fedora Linux 19 /20, Windows XP/ 7, Google Chrome.

Features :

While implementing the hospital information Management system we addressed and Implemented the Solutions for the following issues faced by a hospital.

- Prolonged waiting time for registration ,consulting rooms and labs
- Running through multiple counters for service / information
- Misplaced / erroneous medical records and Paper documentation.
- Unreliable info about availability of doctors, beds, ICU
- Patient location information for relatives
- Inordinate delay in discharge

Roles & Responsibilities :

- Exploratory Testing, Smoke Testing(BVT),Functional Data Migration Testing
- UAT, Database Testing & Registering Defect in Mantis. Bug Tracking tool.
- Designing Test Case & Defect Report.

Total Duration: 10 months.

Internship Program:

**Company: Seed Solutions Pvt. Ltd.**

Successfully completed the professional Internship for the following project :

### 1) Wiztango

Business Domain: E-Learning.

Environment: Windows XP/ 7, IE-9, Mozilla Firefox.

Client: Wiztango Software Solutions India (Pvt.) Ltd.

### Description :

Wiztango has been conceived and developed by Mojorising Pvt. Ltd., a Singapore corporation founded in 2011. The technology development and support center are based in Pune, India. It is recognized by Red Herring 2013 as one of the most promising new business models in Asia. With its free cloud based social learning network and marketplace, Wiztango revolutionizes the delivery and marketing of instructor-led classroom & virtual training for individual trainers, training enterprises and corporate. & have also won "India Human Capital Awards 2012" in the category of "Best Learning & Development Strategy".

### Features :

Virtual training Activity, Building Scalable Assets , Conduct Online Assessments , Assignments , Quiz & Scheduling, Gathering Online Feedback, Increase Brand Awareness, Share Learning Analytics & Content, Maintaining Personal Content Repository .

### Roles & Responsibilities :

- Functional Course ware Testing
- UI Testing, Re-Testing and Regression of Bugs.
- Defect Logging & Reporting to Client

### I.T Workshops Attended :

- Participated in ORACLE WORK FORCE DEVELOPMENT PROGRAM in 2006 from SQL Star International (Mumbai)

Training Workshop Name	Oracle Database Administration
Environment	Red Hat Linux
Modules	SQL, Backup & Recovery, Performance Tuning

### Academic Qualification :

- B.Sc-IT from Algappa University in 2013.
- Diploma in Computer Technology from Terna Polytechnic (MSBTE) in 2008.
- S.S.C from Maharashtra State Board of Secondary & Higher Secondary Education in 1998.

### Personal Profile :

- Date of Birth: 20<sup>th</sup> March, 1982.
- Residential Address : C/43, Gurukrupa C.H.S, Nahur Road , Mulund (west), Mumbai
- Pin code :400080
- Languages Known: English, Marathi and Hindi