

Gifthiya Begum M A

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Summary

- Technical Writer with over 12+ years of experience.
- Main area of experience is Technical Writing in the domain of Security Compliance, Banking & Financial services, Energy Consumption, and Education.
- Familiar with Capital Marketing Concepts, Technical Document Writing, SDLC, Agile and Waterfall Methodology.
- Experience in Adobe FrameMaker, Atom Markdown, Oxygen Dita XML, Snagit, CamStudio, Ms Office (Word, PowerPoint, and Excel)
- Expert in preparing technical documents using different writing and graphics tools.
- Basic knowledge on Captivate and MadCap Flare
- Articulate communicator with excellent communication and interpersonal skills with the ability to work in a team as well as individually.

Key Skills

Procedural Documents		Video Capturing
Release Notes		Strong written and verbal communication
Feature documents		Agile Experience
User Guides		Data Management
Installation Manuals		Team Management
Wiki Pages		Requirement Gathering
Powtoon Videos		Flow Charts

Technical Skills

Packages - MS Office

Graphic Tools - Snag-it, MS Visio, Camstudio, Powtoon (online tool)

Authoring Tools - Adobe FrameMaker, Oxygen XML Author, Atom

Repositories - GitHub, Confluence, Knowledge Center

Certifications

NCFM- Beginner's Module - July 2008

ITIL Foundation V3 (IBM Internal) - March 2013

Project Management (IBM Internal) - March 2018

ACHIEVEMENTS

- Successfully completing critical timeline assignments before the deadline thereby helping the organization cut cost and improve efficiency.
- Received appreciation emails from clients and managers for completing the documentation by extending the working hours for a key project.
- Overwhelmed with positive feedbacks for the training session conducted for the team members.

Professional Experience

IBM India - Chennai, TN | January 2013 – Present

- July 2019 – Till date, *GTS Labs (MCMP - AIOps) - Technical Writer*
- June 2018 – June 2019, *GTS Labs (Continuous Compliance)- Technical Writer*
- June 2017 – May 2018, *APMM & Schneider - Technical Writer*
- April 2014 - June 2017, *EBIS - Technical Writer*
- January 2013 - March 2014, *ANB & CVS - Technical Writer*

Key Responsibilities

As a **Technical Writer**,

- Hands-on experience on tools such as **Oxygen XML Author, IDWB, Atom, MS office, MS Visio, CamStudio, OneNote and Snagit**
- Maintaining the content in Repositories like **GitHub, Confluence, and Knowledge Center**
- Automating the content management through **Jenkins**
- Preparing **AIOps Console User Guides, Continuous Compliance User Guides, Onboarding Guide, Release Notes, Architectural diagrams, and Procedural documents**
- Preparing **announcement video** with features list for each sprint release (bi-monthly).
- Creating sprint-wise (twice in a month) **feature videos** for Compliance applications
- Preparing **SOW, PCR and SR** for different accounts like NAB, BHP, Westpac, Qantas, and Telstra
- Reviewing and editing the **SOPs and Maintenance manuals** (Linux, Cassandra, VMware, Webmaster)
- Analyzing and verifying the technical accuracy and language of various engineering documents
- Train and coordinate a team for document quality assurance
- Gathering survey feedbacks on SOW issues and preparing consolidated report with the responses
- For ANB, reviewing and editing the Installation Guide, Analysis & Strategy Report, and Control Book
- Preparing **project-oriented presentations**, reports, and communication with other management people based on the management's request
- Working with DPE and Project Managers to create **Project and Quality Metrics**
- Preparing and maintaining the **MIS Reports, Inventory Files (server data) and Capacity Management Reports**
- Preparing **Swimlane and Pareto charts** for process analysis
- Assisting Project Managers in preparing monthly status reports and participate in project review meetings
- Participating in status call with the SMEs and Project Managers to discuss on the actions items
- Updating and Maintaining **IBM WIKI Pages** with the project details
- Maintaining and implying the team with the resource agendas, leave plan, backup & communication plan, and starters & leavers information

GP Strategies India - Chennai, TN | November 2010 – December 2012

- November 2010 - July 2011, *Semiconductor Hardware Documentation - Technical Writer*
- August 2011- March 2012, *Puma 9.6 - Technical Writer*
- April 2012 - December 2012, *Recipe Database System - Technical Writer*

Key Responsibilities

- Preparation of Semiconductor Hardware documents
- Preparation of **Product User Manuals, Product Installation Guides, Product Release Notes, Customer Maintenance Manual & Site Preparation Manual for Puma 9.6 and Recipe Database System (RDS)**
- Preparation of **Techtalks and Field Service Bulletins (FSB)**
- Trained junior members on the process of **webtop and GSS portal**
- Hands-on experience on tools such as **MS office, MS Visio, Frame Maker, OneNote, Snagit, Webtop and GSS portal**

QuScient Technologies Pvt Ltd - Chennai, TN | December 2009 – November 2010

- December 2009 - March 2010, *PECOSmart Ideas & MiddleSex University - Technical Writer*
- April 2010 - August 2010, *ProRetention & Lead Management System - Technical Writer*
- September 2010 - November 2010, *Social Media Framework, and Student Roads - Technical Writer*

Key Responsibilities

- Preparation of documents for Education domain
- Preparation of **Functional Requirement Document, Specification Documents, User Manuals, Presentations, Brochures & Flyers**

Tata Consultancy Services - Chennai, TN | July 2007 – July 2009

- July 2007 - September 2007, *Ignite Trainee*
- October 2007 - March 2009, *TCS BaNCS Market Infrastructure - Technical Writer*
- April 2009 - July 2009, *Citi Marketing and Banking - Technical Writer*

Key Responsibilities

As a **Technical Writer**,

- Documentation in TCS BaNCS Market Infrastructure and Citi Marketing & Banking involves preparation of **User Manuals, Presentations, and Data Setup** for Training & Demonstration to Clients. User Manual preparation involves understanding the application on a screen level and basic functionality
- **Quiz preparation** includes studying the Client Specific BRS and preparing Quiz questions to be used in training clients
- Review and updating the **Technical Architecture Document, Technical Design Document, and Functional Requirement Document**
- Hands-on experience on tools such as **MS office & HTML**

As a **Tester**,

- Perform **Functional Testing** of the product as against Product Specifications or Client Specific BRS
- Testing on **Stream Testing** for Product Version 3.2 (Clearing & Settlement) and Demo Region Testing for Maroclear (Business Partner Master, Financial Instrument Master, Calendar & User Administration)

Education

S.D.N.B. Vaishnav College for Women, University of Madras, Chennai, TN

Bachelor of Science in Mathematics, May 2007

University of Madras, Chennai, TN

Master of Business Administration- Human Resources, May 2010

Personal Details

Date of Birth - 14-Oct-1986

Linguistic Proficiency - English and Tamil

Hobbies – Article/ Blog Writing and Mehendi Designing
