Issaku Nethala

Technical Writer | Business Analyst

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Professional Summary:

- Overall, 11 years of IT Industry Experience.
- Experience in the field of **technical writing** and **business analysis (technical)**.
- Exposure to AI/ML projects in the Mosaic platform while working on banking-focused use cases.
- Experienced in client's business requirements gathering and design discussions.
- Worked as Technical Writer for agile model software products where closely worked with Scrum Masters and Product Owners to prepare user guides, release notes, videos, and gif images.
- Worked as business analyst for agile model projects where I closely worked with stakeholders in gathering requirements, implementing plans, and writing epics & user stories.
- Expertise in preparing solution intent related decks and their documentation using MS PowerPoint and content management tools.
- Expertise in wiki documentation in Azure DevOps, Confluence and Sphinx.
- Extensive experience in the video creation process, including developing how-to videos, instructional tutorials, new solution demo videos, and end-user guide walkthroughs to enhance product adoption and usability.
- Experienced in liaising business and technical personnel to ensure mutual understanding of processes and applications.
- Worked closely with Tech leads, architects, business stakeholders for discussing and finalizing the solution approach via Business Requirement Documents (BRDs), Design Documents, & technical and operations SOPs.
- Expertise in developing market-ready materials for software products, including Trifolds, Brochures/Booklets, PPTs and Case studies.
- Experience in developing wiki help website pages for Product Documentation in Node.js framework-based website.
- Experience in managing website maintenance activities including new page creation, blog posting, updating contents, and adding forms.
- Possess good analytical and logical thinking abilities, combined with Quick learning ability, good interpersonal and managerial skills.
- Trained in DITA and other structured content management tools like RoboHelp, and MadcapFlare.
- Highly motivated and team spirited individual with passion for learning and has capability to meet deadlines in a fast-paced environment.
- Good analytical skills & communication skills.

Skills Set:

Tools	Azure DevOps, Sphinx, Jira, Mosaic, Confluence, Taiga, MS Project, MS Office, Oxygen XML, DITA-OT, HTML, MS Visio, Snagit, Camtasia, Clipchamp, Gitlabs, MS SQL, PowerBI, Wordpress, Technical Writing, Website Hosting, Content Writing & API Documentation.

Programming Languages	Markdown, HTML, Python (Beginner)
Others	Product Documentation, Technical Writing, Data Science, Machine learning, Manual Testing (QA), API Documentation, Content Writing, & Website Management.

Professional Experience:

Organization & Location	Designation	Duration	Years worked
LTIMindtree, Hyderabad	Specialist-Product Engineering (Technical Writer)	Dec 2022 – Till Date	2.10 years and running
Affluent Global, Hyderabad	Technical Writer & Senior Business Analyst	Jan 2022 – Dec 2022	12 Months
ISSQUARED Inc, Hyderabad	Technical Writer & Senior Business Analyst	Jul 2016 – Jan 2022	5.5 Years
Electronics Hub	Technical Content Writer	Dec 2014 – Dec 2015	1 Year
Edgefx Technologies	Technical Content Writer	Sept 2013 – Nov 2014	1 Year 2 Months

Academic Qualification:

- PG Diploma in Industrial Automation Systems Design with 83.3% from NIELIT, Calicut, 2013.
- B.Tech in Electrical & Electronics Engineering with 73.06% from RIET, Rajahmundry, 2012.
- Diploma in Electrical & Electronics Engineering with 67.22% from Smt. B. Seetha Polytechnic, Bhimavaram, 2009.

Projects Undertaken:

Project#5:

Project Name / Domain	AI/ML Platform for Banking Use Cases (Fosfor/Mosaic)
Client	Standard Charted Bank
Designation / Role	Business Analyst & Technical Writer
Tools	Confluence, AI/ML platform, Sphinx, Azure DevOps, MS Office, Camtasia, Clipchamp

Responsibilities:
- Manage Mosaic product documentation using Sphinx platform.
- Develop comprehensive documentation for all solutions/initiatives of Mosaic platform in the Confluence.
- Act as a key liaison between technical teams and stakeholders, gathering and documenting initiative requirements.
- Design and deliver high-impact PowerPoint presentations that communicate solution overviews, including current setups, challenges, opportunities, and proposed AI/ML-driven solutions.
- Create engaging instructional videos for various user personas using Camtasia and Clipchamp
- Perform in-depth data analysis by creating pivot tables and dashboards in MS Excel, translating complex data into actionable insights for decision-making.
- Leverage basic Python programming skills for data manipulation, and analysis.

Project#4:

Project Name / Domain	Estimation Tool (Azure DevOps)
Client	Microsoft
Designation / Role	Technical Writer & Senior Business Analyst
Tools	Azure DevOps, MS Office, Visio, Camtasia, Clipchamp, SnagIT, & SharePoint

Responsibilities:
- Worked as both Business analyst and technical writer.
- Understand the scope of the sprint, draft the contents, get them reviewed with stakeholders and update respective pages in wiki documentation.
- Be on track with product releases and update release notes.
- Ensured high quality project documents like solution guides for stakeholders.
- Create short videos for each feature in the tool.
- Involved in client calls and product demos.

Project#3:

Project Name	Enterprise Resource Management (ERP)
Role	Business Analyst & Technical Writer
Client	ISSQUARED Inc
Tools	JIRA, Node.js Framework, IIS, MangoDB, HTML coding, Camtasia, SnagIT, & SharePoint
Team Size	UI – 3, Graphic Designers – 2, Technical writers - 3

Responsibilities:
- Worked as both business analyst and technical writer.
- Manage and maintain documentation for all modules (7) in ERP Suite.
- Prepare and review contents for various functional features.
- Prepare and maintain CMMI level documents.
- Prepare and maintain SRS, DRS, Admin guides, user manuals and end user guides.
- Create videos, gifs and images.
- Manage team to perform assigned tasks for webpage requirements such as HTML coding, content and graphics.

Project#2:

Project Name / Domain	External Identity & Access Management – Product Deployment
Client	Amzen, United States (ISSQUARED Inc)
Designation / Role	Specialist- Senior Business Analyst
Tools	MS Project, JIRA, MS Office, Visio, Camtasia, & SnagIT.

Responsibilities:
- Worked as both business analyst and technical writer.
- Understand scope project, key issues and challenges and propose adequate solutions.
- Breakdown complex business requirements into smaller requirements and ensure that they are understood by Dev and QA teams.
- Ensured high quality project documents like SRS, DRS, SOPs and User Guides.

- Involved in client calls and product demos.

Project#1:

Project Name / Domain	IT Service Management – Product Development
Role	Scrum Master & Technical Writer
Client	ISSQUARED Inc
Tools	Jira, GitLabs, MS Office
Team Size	Dev – 7, QA – 2

*Responsibilities***:**
- Interact with stakeholders and fetch requirements.
- Create sprint plan, capacity plan and run daily scrum and retrospective meetings.
- Create epics, user stories, tasks and subtasks in Jira.
- Identity Dev and QA resources and help them perform development and testing respectively in time.
- Making sure that Dev and QA are not struck anywhere and deliverables are moving to release as per the expected plan.
- Provide the UAT demo on the end product.
- Involved in maintenance and enhancement of the application.
- Maintain CMMI level documents of the product.
- Prepare and maintain product documentation, including SRS, DRS, admin guides, end user guides, and user manuals.

Key Achievements:

- **Comprehensive Initiative process flows**: Developed end-to-end process flows for onboarding new solutions/initiatives.
- **Impressive Solution Decks**: Appreciated for designing engaging solution decks.
- **Documentation Transition**: Implemented HTML based structured authoring from traditional word-based documentation.
- **Increased User Satisfaction**: Authored user guides that increased user satisfaction.
- **Reduced Support Tickets**: Created procedural documentation, instructional videos and quick start guides that resulted in a decrease in support tickets.
- **UI Writing & Tooltips**: Created tooltip messages, communication email and error notifications to enhance user experience and clarity.
- Recognized by management for delivering high-quality, deadline-driven documentation for major releases with zero escalations.