## AbsenceSoft Software India Pvt Ltd. (February 2018 – February 2019) – Senior Technical Writer

* Sole technical writer in the company and responsible for all technical documentation created in the company – this was in the tune of more than 40 user and administration guides
* Created a new template used for technical documentation
* Remotely worked and liaised with product managers and stakeholders across the company to create documentation that was used by companies, such as Amazon

## Automation Anywhere Software Pvt Ltd. (February 2017 – December 2017) – Senior Technical Writer

* Took the initiative of creating and setting up a repository for the documentation team in BitBucket using GIT so that proper versions and branches are created for each release - gave a hands-on training to the documentation team on tasks, such as creating branches, pulling, pushing, and committing their changes to the repository.
* Mentored two technical writers on the usage of style guides and technical writing principles used in the IT industry
* Created bots by using a third party tool to automate the process of migrating content from MadCap Flare to Zendesk - this reduced the time of migrating one topic from 30 minutes to 5 minutes
* Identified tools to improve the team’s work and cut down on time that goes waste

## MSR IT Solution Pvt Ltd. (February 2013 - April 2015) – Senior Technical Writer

* Sole technical writer and took care of the clients’ (Quadriga) entire documentation life cycle. Guides produced include, user, administration, configuration, installation guides. Created architecture diagrams based on client request.
* Reduced the work load, cost, and time to create documentation by introducing documentation methodologies, processes, and tools to the client.

## ESQ Management Solutions India Pvt Ltd. (March 2010 - January 2013) – Publications Group Manager

* Recruited, managed, mentored, and delegated work to a team of technical writers
* Automated repetitive documentation tasks by creating macro-based templates and bots, thereby reducing the time to acquaint/train new writers
* Initiated and successfully implemented the migration of the company's documentation to Confluence
* Created the style guide, check lists, process of documentation, and KRA/KPIs for writers
* Created how-to videos using Adobe Captivate for products of the company
* Restructured existing documents by interacting with SMEs to chunk out less important sections based on a thorough usability analysis

## Inmedius Software India Pvt Ltd (CDG, a Boeing Company) (Sept 2008 - February 2010) – Technical Documenter

* Created user, migration, administration, and installation guides for the company's products, such as iConvert, DITA Storm, and ATA Publishing Suite
* Carried out the quick and error free migration of heavy Microsoft documents to DITA
* Initiated the migration of the company's documentation to Confluence by working with the CTO

## Lionbridge Technologies (November 2007 - September 2008) – Senior Writer

* Created user guides for Microsoft Dynamics AX (Axapta) and Microsoft’s ERP app, Microsoft Dynamics NAV
* Business requirements and functional requirements documents were used for creating the guides
* Team size was 15 and as a team lead, mentored and led a team of four junior technical writers
* Tools used included Microsoft’s internal repository and versioning tool, DocStudio along with MS Word

## Persistent Systems (August 2005 - January 2006) – Technical Writer

* Created the Segmentation module for the ‘Teradata Relationship Manager’ user guide

## NIIT India Pvt Ltd (June 2004 - June 2005) – Instructional Designer

* Created Instructor Led Training (ILR) books for NIIT’s Knowledge Solution Business
* ILT Books I wrote include Crystal Reports, .NET, and Software Testing for GNIIT courses

### Convergys India Services (September 2003 - January 2004) – Technical Support Executive

* Updated and created new articles in Microsoft's Knowledge Base (KB) for issues resolved
* Consistently rated 10/10 in customer surveys

## Department of Industries, Government of Mizoram (September 1999 - August 2003) – Web and Content Developer

* Worked with the Industries department (IT Cell - E-governance) in the capacity of a web developer and content writer to create the official website of the government of Mizoram - http://mizoram.gov.in, a public service portal for the dissemination of general information about Mizoram and government related projects for the general public.

## NextComm

Setup NextComm as a business partner, which provided IT software and hardware solutions to government and private individuals. Grew it from scratch and generated annual revenues of INR 2,000,000/- over a period of three years.