KOMALREET KAUR
Technical Writer

Address: Pune, 411027

Email: komalreetkaur@gmail.com
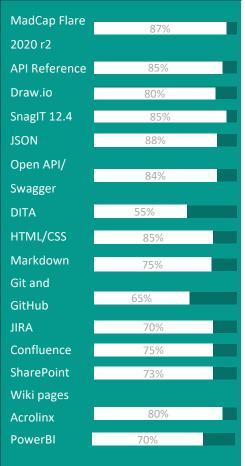
Phone No: +91- 9923854358

LinkedIn:

https://www.linkedin.com/in/komalreet-kaur-a2727588/

Skills

Skill	Level
MadCap Flare 2020 r2	87%
API Reference	85%
Draw.io	80%
SnagIT 12.4	85%
JSON	88%
Open API/ Swagger	84%
DITA	55%
HTML/CSS	85%
Markdown	75%
Git and GitHub	65%
JIRA	70%
Confluence	75%
SharePoint	73%
Wiki pages Acrolinx	80%
PowerBI	70%

Experience Overview

- Total experience of **7.5 years** as a Technical Writer and an Instructional Designer
- Developed end-to-end documentation portal in MadCap Flare and Drupal Content Management System
- Documented REST API specification in JSON using Swagger Editor
- Documented Standard Operating Procedures (SOPs) for business processes that included complex reporting requirements using tools like Tableau and PowerBI
- Participated and earned recognition in the company-wide Hackathon
- Designed and Documented tripane online help in Madcap Flare
- Experienced in creating and managing content in Content Management System (CMS)
- Created persona-based learning material for development team to avert production defects
- Built chatbot conversation design playbook for developing chatbot script
- Developed various just-in-time learning material for professionals
- Presented session on "Human Centered Design Documentation" in the company world-wide forum of Technical Communicators
- Developed various storyboards and software simulation tutorials
- Mentored new members and conducted knowledge sharing sessions
- Served as internal editorial reviewer for multiple projects
- Comprehensive knowledge of MSTP, DDLC, Agile model, ADDIE model, Cloud fundamentals, Instructional design theories, and authoring tools
- Have working knowledge of HTML, CSS, XML, Git, Markdown and JSON
- Documented internal whitepaper on '*UX in Technical Communication'* and *'Smart Stock Recommender'*
- Won Fiserv 2021 Trailblazer annual award
- Won various organization-level awards for my professional performance

Work Experience

I. Fiserv (Jan 2019- Present)

Business Units	Payments, Investment Services, Payment Processing and Card Industry
Responsibilities	- Documented and developed REST API documentation using Swagger, in-house CMS and Visual Studio Code - Worked on documenting feature enhancement and maintained internal product documentation in Confluence - Developed complex SOPs for business processes that required complex reporting frameworks using tools like Tableau and PowerBI - Developed Static Site documentation portal and online help using Madcap Flare - Designed and documented FAQs and Release Notes in HTML and CSS - Developed persona-based document for development team - Analyzed and created end-to-end Collections workflow in Draw.io - Developed chatbot conversation POC using Microsoft Power apps - Documented XML-based and unstructured User Guide, Integration Guide and Online Help for various products - Reviewed cross-projects deliverables for peers

Education

Lovely Professional University - B.Tech (Computer Science)

Sacred Heart Convent School – XII

Guru Nanak Public School - X

Certifications

- The Art of API Documentation - Udemy
- API Writing : REST for Writers - Udemy
- Git and GitHub for Writers - Udemy
- The Art of writing in Plain English - LinkedIn Learning
- Certified Instructional Designer (High Distinction) - CAMI & Middle Earth HR
- Think Like a Leader - Lynda
- Basic Communication Skills - Lynda

Work Experience

Tools/Methodologies Used	Madcap Flare, Swagger, Draw.io, SnagIT, GIT, Postman, SharePoint, JIRA, Confluence, Office 365, Visual Studio Code, HTML, CSS

II. Allscripts (2017-2019)

Business Unit	Healthcare IT
Client	Health Institutions
Responsibilities	- Developed various user-driven simulations to train new joiners in hospital about working of EHR - Developed job aids to help healthcare professionals with working of the software - Developed performance based assessments in Captivate 9 - Created additional training materials comprising of presentation slides, learning activities, participant and faculty user guides - Created and developed new curriculum outline and high-level design for yearly updates of the product - Managed training database to align with all training materials - Developed e-Learning materials to train employees on ServiceNow
Tools/Methodologies Used	Captivate 9, IBM Kenexa LCMS, Saba LMS, SCORM, ADDIE , Blooms Taxonomy, MSTP, SnagIT

III. Cognizant (2014-2017)

Business Unit	Retail
Responsibilities	• Worked primarily on analysing business requirements and application working • Prepared Train the Trainer's (TTT) guide followed by knowledge check using PowerPoint 2016 • Prepared online help by using RoboHelp 11.0 • Documented Quick Reference Guide (QRG) for the application
Tools/Methodologies Used	RoboHelp 11.0, PowerPoint 2016, Word 2016, DDLC, MSTP

Business Unit	Industrialize
Responsibilities	• Prepared the project-specific Knowledge Capture decks. • Prepared workflow flowcharts using Microsoft Visio • Prepared various Release Notes • Developed Interactive PDF in Microsoft PowerPoint • Documented Quick Reference Guide (QRG) for the application • Prepared user manual using Adobe FrameMaker • Prepared various tutorials for the application by using Adobe Captivate 8.0.
Tools/Methodologies Used	Adobe RoboHelp, PowerPoint 2016, Word 2016, DDLC, MSTP, Microsoft Visio