Genesys Telecom Labs – Staff Technical Writer / Senior Technical Writer

- Documenting various products part of a suite of wider offerings under the PureEngage umbrella.
- Lead writer for various routing-related products.
- Design, create, publish, and maintain technical documents such as User Guides, Deployment Guides, Developer Reference Guides, API Reference Guides, Technical Reference Guides, White Papers, and Release Notes.
- Writing for Cloud-based software and containerized deployments.
- Content engineering using MediaWiki, MySQL, and Cargo for various automation and content architecture projects.
- Creating and maintaining MediaWiki templates for ensuring consistent content structure across documents.
- Working closely with Development, QA, Product Management, and Project Management to ensure documentation deliverables part of the release cycles are handled efficiently and delivered on time.
- Reviewing HLDs and functional specs to arrive at documentation impact and forecast delivery timelines and resource requirements.
- Peer reviewing and editing content from other writers.
- Point of contact for various processes within the Information Experience (IX) team.
- Handling direct customer feedback regarding documentation – triaging, responding, following-up with corresponding writers, and reporting on actionable data from the feedback.
- Reporting on various documentation-related metrics to measure resource utilization and efficiency.
- Helping with interviewing candidates for open positions in the team.
- Training and mentoring new recruits in the team.

Bally Technologies / Scientific Games – Lead - Technical Documentation / Editor / Senior Technical Writer / Technical Writer (includes both tenures)

- Writing user guides, CR documents, and technical references for ACSC, a leading casino-management software application used in casinos across the USA.
- Review and edit content developed by other team members to ensure good language and technical accuracy.
- Co-ordinate and track CR documentation for compliance during each software release cycle.
- Daily reporting on CR documentation efforts for stakeholders.
- Allocate and track CR processing work for junior members in the team.
- Interact with the Development and QA teams to technically review new content and obtain functional information on new features and enhancements.
- Analyze, review, and comprehend the BRDs or FRDs received from the product management team.
- Reviewing and acquiring knowledge of the Change Request (CR) via Scope, High-Level Design (HLD) and Low-Level Design (LLD) documents.
- Schedule calls with all stakeholders for gathering information / reviewing documents.
- Schedule meetings with the software development team for technical inputs, resource planning and estimation.
- Update deliverables, receive stakeholder sign-off and handover the deliverables to the project management team to release to compliance.
- Train and mentor new joiners.

CEB Global / Gartner – Senior Business Analyst

- Working on CEB's survey platform, ClearForce, which provides a suite of tools to manage each stage of the employee survey process for all stakeholders - from the HR team to business managers up to the executive suite.

- Gathering and analyzing business requirements from the business team and project users in the US.
- Work closely with Project Management, Development, and QA teams to ensure that the product enhancements work as intended and are delivered according to agreed timelines.
- Log, assign, and track enhancement stories on JIRA.
- Facilitate meetings with technical peers regarding the requirements definition.
- Communicate effectively with business users and project management staff.
- Testing and validating enhancements in the UAT and pre-production environments.
- Work closely with business and project users to verify changes are in line with requirements.
- Obtain feedback from the business and project users on the product and required improvements in the areas of usability and process efficiency.

Vizual Business Tools

Technical Writer

- Create content for user-specific product documentation aimed at a variety of technical and non-technical users of Vizual's HR software product.
- Create highly technical documentation, such as Installation and Upgrade Guides aimed at product implementers.
- Adhere to Microsoft Style of Technical Publications and Vizual's Documentation Standard.
- Create online help for Vizual's HR software product.
- Serve as the team's Subject Matter Expert (SME) to identify essential information that should be documented.
- Perform SME reviews of all documentation produced by the Technical Writing team.
- Involved in creating user guides documentation / help files for Vizual's flagship product – HR.net.

Support Consultant
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- Resolving support issues for clients through remote access.
- Maintaining client relations.
- Performing complete on-site HR application implementations for various clients (from scratch to Go-Live) including scoping, installation of the HR application, gathering requirements from the client, configuring the application accordingly and provide functionality training.
- Customizing the product to suit client requirements.
- Involved in technical decisions for business requirement, interaction with business analysts, development team, and client, when rolling out patches and upgrades.
- Handling SQL Server 2000 backups and restore operations.

Team Lead – Technical Support

- Lead and supervise a team of Technical Support Executives providing phone, email, and remote access support to users of Vizual's time and attendance software system, CaptureIT, and their enterprise-level client server human resource software, Personnel Director.
- Train new recruits on product knowledge and communication skills.
- Ensure that SLA targets are achieved, and quality standards are met.
- Maintain operational reports as per management requirements.
- Write technical articles for the application's knowledge base.

Officer – Technical Support

- Providing phone, email, and remote access support to users of Vizual's time and attendance software system primarily in the UK.
- Handling email queries and ensuring quality and accuracy of response.
- Managing an outsourced helpline to report absence for employees of a company in the UK.

Officer – Telemarketing

- Concept selling IT courses as CPD accreditation for Solicitors in the UK.
- Conducting UK based Market Research Surveys via Telephone.
- Database Maintenance – screening, collating, and validating information.
- Training new recruits on call handling techniques, scripts to be used and creative approaches to unique scenarios.
- Various end of day reports based on projects and call statistics (using Excel and in-house CRM application).

Glenwood Microsystems - Customer Service Executive

- Handling priority medical insurance claims processing.
- Co-ordinating with US insurance companies, doctors, patients, and in-house claims processing department (US office).
- Tracking accounts receivables for all the clinic and doctor accounts.
- Creating awareness of the company among US doctors and practices through Market Research and arranging demonstrations.
- Assisting in recruitment and training of Data Entry and Claims Processing Executives.

Citicorp Credit Services (e-Serve) - Customer Service Executive (Phone Service Division – Citiphones)

- Handling inbound customer calls for Citibank credit cards.
- Online transaction processing (financial) - DDs, issuance of new cards, loans, credit limits, reversal of charges and (administrative) - address changes, PIN requests.
- Co-ordinating with other departments within the bank to track and resolve customer queries / complaints.
- Cross-selling other financial products based on eligibility.
- Daily MIS reports.