

Dinesh K

Technical Writer

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Professional Summary

Technical Writer with 5+ years of experience creating clear, user-focused documentation for software products. Skilled in producing user manuals, troubleshooting guides, and in-app content, ensuring technical accuracy and alignment with product updates. Also a Scrum Master with nearly 2 years of experience, adept at facilitating Agile ceremonies and improving team communication and efficiency.

Experience

Technical Writer

Facets.cloud

Bangalore, Hybrid
Dec 2022 – Dec 2024

- Authored technical documentation, including user manuals, troubleshooting guides, and FAQs, to address customer and end-user needs.
- Streamlined documentation processes, aligning deliverables with sprint planning for improved efficiency.
- Reduced repeat support queries through comprehensive user manuals, troubleshooting guides, and FAQs.

Scrum Master

Facets.cloud

Bangalore, Hybrid
Feb 2023 – Dec 2024

- Facilitated Agile ceremonies for members across front-end, back-end, and infrastructure teams.
- Introduced pre-sprint planning and one-on-one sprint catch-up calls, improving workload balance and team communication.
- Coordinated tasks and managed customer requests to ensure smooth team transitions and meet deadlines.

Technical Writer

Zoho Corporation

Chennai, In-office
Nov 2019 – Nov 2022

- Created installation guides, user documentation, and FAQs for software integrations and configurations.
- Collaborated with development teams to ensure content accuracy and alignment with product updates.
- Developed in-app content, improving user onboarding experiences and reducing setup time.

Junior Designer (Internship)

ByteMindz Technologies

Chennai, In-office
Jan 2019 – Apr 2019

- Worked with the team, briefing and advising them concerning design style, format, and timescales.
- Assisted in the design of UI elements, contributing to wireframes, mockups, and prototypes.
- Designed promotional materials, including posters, brochures, and banners for events.
- Conducted research on design trends and best practices to contribute fresh ideas to projects.

Education







Bachelor of Engineering - BE, Computer Science

Velammal Engineering College

Skills

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| ◦ User Manuals & Guides | ◦ Technical Documentation |
| ◦ API Documentation | ◦ HTML & CSS |
| ◦ Agile Methodologies | ◦ Cross-Functional Collaboration |
| ◦ Sprint Planning & Execution | ◦ Scrum Metrics & Reporting |

Licenses & Certifications

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|---|---|
| ◦ Foundations of Project Management  | ◦ Project Initiation: Starting a Successful Project  |
| ◦ Project Planning: Putting It All Together  | ◦ Project Execution: Running the Project  |
| ◦ Fundamentals of Predictive Project Management  | ◦ Working as a Scrum Master  |