Thilak Kumar Singh   Phone: 9677050769   Mail ID: tksingh2087@gmail.com

Objective:

To utilize my core strengths – English writing and speaking skills – for the benefit of my organization.

I possess an excellent writing ability, amply supplemented by sound observational skills, which helps me produce an appealing and educative content. I'd like to utilize that skill for bringing an organization closer to its audience and rake in more business. Portfolio Website.   Published Online Work.

Employment History:

- Worked for Zoho Corp Private Ltd. (June 2010 – Jan 2015).
- Worked as a Freelancer (Feb 2015 – July 2016).
- Worked for ChangePond Technologies (Aug 2016 – Jan 2017).
- Worked for Comodo Security Solutions Private Ltd. (Apr 2017 – July 2018).
- Working for Allsec Technologies Limited (Sept 2018 – May 2019).
- Owner of DesignNDeliver – Web Design Company (June 2019 – Present).

Products/Projects I was involved with:

- ADSelfService Plus – An end-user password self-service tool for Windows environments.
- ServiceDesk Plus – An ITIL complaint IT helpdesk tool for network management.
- ASIS – Asset and Services Information System for hospital management.
- Allsec Smartpay – A payroll management software for enterprises.

Positions I occupied in the companies I was involved with:

- Technical Content Writer for ServiceDesk Plus (Zoho Corporation).
- Technical Content Writer for ADSelfService Plus (Zoho Corporation).
- Senior Technical Writer for ASIS (ChangePond Technologies Ltd.).
- Senior Content Writer (for Comodo Security Solutions Private Ltd.).
- Senior Technical Writer (for Allsec Technologies Limited).

Summary of responsibilities held:

- Creating end user documentation such as admin/user/training/installation/quick start guides.
- Creating API documentation for developers.
- Creating release notes and other technical articles like products awareness docs.
- Single-handedly creating online product videos/demos.
- Writing marketing copies for brochures, infographics, newsletters, online ads, email campaigns.
- Writing blogs, webpages, datasheets and other such marketing collateral.
- Was responsible for carrying out knowledge transfer and overall team management.

Skills Acquired:

- Adobe Dreamweaver for designing and publishing webpages.
- Prezi for creating online presentations and Lucidchart for flow diagrams and other illustrations.
- Camtasia for making product demos or videos (aka technical screencasts).
- SnagIt and Snipping Tool for capturing screenshots.

Roles and Responsibilities Held:

At DesignNDeliver, as the Business Owner I am responsible for…

- Interacting with clients for ideating and prototyping websites based on their requirements.
- Crafting the website content, designing and developing the website.

At Allsec Technologies, I was responsible for…

- Creating (and maintaining) user manual for Allsec Smartpay application.
- Creating (and maintaining) quick start guide for Allsec Smartpay application.

At Comodo Security Solutions, I worked as a Senior Content Writer and was responsible for…

- Management of a team of 5 writers.
- Connecting with SMEs and onshore think-thank of Comodo for knowledge reception and goal setting.
- Helping team members write attractive, goal-oriented and keyword dense articles.

I was responsible for introducing and standardizing marketing copy templates and also mentoring fellow writers.

At ChangePond Technologies, I worked as a Senior Technical Writer and

- Did technical writing for an asset and services management project.
- Mentored freshers and junior writers.
- Served as a convener and moderator for meetings between the client and business development team.

Looking at my writing and interest levels, the company tasked me with the responsibility of improving and standardizing their clients' marketing copies.

At Zoho Corp Private Limited, I worked as a Technical Writer for

- ADSelfService Plus – an end-user self-service password management solution.
- ServiceDesk Plus – a service desk software solution.

I was responsible for…

- ADSelfService Plus's training manual, admin and user guides.
- Marketing campaign content and email support content for ADSelfService Plus.
- Help documentation for ServiceDesk Plus.

Propelled by my own interests, I created standardized email templates for ADSelfService Plus support and marketing campaigns.

- I also created video-based help files and feature descriptions.
- GIF-based or Prezi-based walkthroughs are my forte.

Education:

Degree/Course	Name of the Institution	Year of Passing	Percentage of Marks
B.Sc (Computer Science)	M.N.M Jain College, Minambakkam	2010	58 %
Higher Secondary	St Joseph's Anglo Indian Boys' Higher Secondary School, Vepery	2004	79 %
High School	St Joseph's Anglo Indian Boys' Higher Secondary School, Vepery	2002	77 %

Things I love and my Hobbies:

I am:

- An avid reader and a thoughtful writer.
- A fitness enthusiast interested in calisthenics.
- A part-time cook who hopes to perfect the art someday.
- Ardent fan of the 90s potbellied cricket (think Mark Taylor, Boon, Ranatunga and Inzamam).
- A foodie and a movie buff.

Personal Details:

Date of Birth   : 20-02-1987

Languages known   : English, Hindi and Tamil (can read, write and speak in all 3)

Mother's Name   : Samyuktha

Father's Name   : Jayakumar Singh

Permanent Address   : 121/2 (new no: 78), Choolai High Road, Choolai, Chennai - 600112