

SAURABH SUGANDH

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A1 1009 AMRUTHA HEIGHTS, NELLURHALLI, WHITEFIELD, BENGALURU 560066, INDIA

Experienced in user and administrator documentation and thrive for managing projects and lead teams through intelligent and collaborative methods and tools.

EDUCATION

Birla Institute of Technology, Mesra **Noida Campus, India**
Master of Technology (Computer Science) (July 2013 - June 2016)
Completed course with 81.1% in first class and with distinction.

Shivaji University, Kolhapur **Sangli, Maharashtra, India**
Bachelor of Engineering (Mechanical) (July 2005 - May 2009)
Completed course with 64.06% in first class.

PROFESSIONAL EXPERIENCE

Informatica **Bengaluru, Karnataka, India**
Sr. Technical Writer (July 2019 - Present)

- Working on *Informatica Data Engineering Integration, Data Engineering Streaming, Enterprise Data Preparation, Operational Insight* and *PowerCenter* projects.
- Create and maintain online help, context-sensitive help, administrator, command reference, and user guides.
- Lead project-related activities and train interns and junior staff.

Sophos **Bengaluru, Karnataka, India**
Technical Writer 3 (June 2017 - July 2019)

- Worked on *Sophos XG Firewall* and *Central Wireless* projects.
- Created and maintained online help, context-sensitive help, administrator, command reference, and user guides.
- Worked on Git and Jenkins for doc-as-code projects.

Avaya **Pune, Maharashtra, India**
Sr. Technical Associate (April 2016 - April 2017)

- Worked on *Avaya J100, H100 Collaboration Stations, Avaya Aura, IP Office* projects.
- Created and maintained online help, context-sensitive help, maintenance, administrator, command reference, and user guides.
- Initiated Android application development for documentation delivery.

Magna Infotech (Quess Corp) **Pune, Maharashtra, India**
Sr. Technical Writer for Avaya (January 2015 - April 2016)

- Worked on *Avaya J100, H100 Collaboration Stations, Avaya Aura, IP Office* projects.

- Created and maintained online help, context-sensitive help, maintenance, administrator, command reference, and user guides.
- Initiated Android application development for documentation delivery.

HCL Technologies

Technical Writer

Noida, Uttar Pradesh, India

(March 2014 - October 2014)

- Worked on CA Technologies - *Nimsoft Probes* project.
- Created and maintained administrator and user guides.

Artech Infosystems

Technical Writer

Noida, Uttar Pradesh, India

(November 2013 - March 2014)

(August 2013 - October 2013)

- Worked on the *Tenix Nova Infringement* project for the Victoria State government.
- Created and maintained business requirements, facilitator and user guides.

Rara Infotech

Technical Writer

Remote and on-site in Kampala, Uganda

(November 2009 - July 2013)

- Worked on Grameen Foundation - *Mifos* microfinance project.
- Created business and system requirement specifications.
- Created XML-based workflows for reporting and business intelligence tools.

LINGUISTIC PROFICIENCY

Native: Hindi

Acquired proficiency: English CEFR C1

PROFESSIONAL TRAININGS

- DITA XML, its usage, and limitations for user documentation at Sophos Technologies, India.
- Technical Communication at Worldwide Training College, Uganda.
- MS SQL Server 2005 at NIIT Limited, India.
- ASP.NET MVC 3 at Genpact, India

RESEARCH PROJECTS

Master's thesis: Image processing for Human Computer Interaction using a low cost capacitive sensor.

Objective: To build an Arduino-based capacitive sensor that enhances teaching-experience for image processing.

Summary: Image processing algorithms tested from a responsive capacitive touch sensor.

Tools: Arduino IDE with C++ program, resistors, wires, copper tape, breadboard, paper.

Bachelor's thesis: Computer simulation for universal (hooke's) joint's input and output shaft relationship.

Objective: To build a simulation for universal joint's input and output shaft relationship.

Summary: Phase difference between input and output shafts tested for parallel misalignment and demonstrated on computer interface.

Tools: Visual C++ program, Mild steel, Lathe machine, potentiometer, wires, welding.

PUBLICATIONS & PRESENTATIONS

- “Image processing for human-computer interaction using a low cost sensor”, International Journal of Scientific Research and Engineering Development (IJSRED), ISSN: 2581-7175.
- “Doc-as-Code: Managing Content is Easy When it’s Distributed”, HackerNoon 2.0, 2020.
- “Avaya J129 documentation mobile help application”, Avaya (India) Pvt. Ltd., Documentation Innovation, 2016.
- “Open source software in the modern IT environment”, Birla Institute of Technology, Noida, 2015.
- “Virtual Force Field for robot path navigation”, Rajarambapu Institute of Technology, Sangli, 2009.

TECHNICAL SKILLS

Programming:

DITA XML, Markdown, HTML, CSS, Javascript, Jekyll, and Git.

Tools:

PTC Arbortext Editor, oXygen XML Editor, and Adobe Technical Communication Suite.

CONTRIBUTIONS & INTERESTS

- Maintain a blog, [Inverse Lattice](#), for reviews and articles.
- Member of Society for Technical Communications, India.
- Programming on Github for open source projects.
- Accredited for participation in National Cyber Olympiad at High school.

REFERENCES

Remi Preghenella, Sr. Manager - Documentation,
Sophos Technologies, U.K.
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Sample work and reference letters are available on request.