

SAURABH SUGANDH

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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 <i>Master of Technology (Computer Science)</i> Completed course with 81.1% in first class and with distinction.	Noida Campus, India (July 2013 - June 2016)
	Shivaji University, Kolhapur <i>Bachelor of Engineering (Mechanical)</i> Completed course with 64.06% in first class.	Sangli, Maharashtra, India (July 2005 - May 2009)
PROFESSIONAL EXPERIENCE	Palo Alto Networks <i>Sr. Technical Writer - API</i> <ul style="list-style-type: none">Working on Prisma Cloud Compute for a Cloud Workload Protection project.Maintain git CI/CID pipeline for writing and generating RESTful API documentation.Update and create Markdown files for API descriptions.Suggest changes in OpenAPI specifications.	Bengaluru, Karnataka, India (September 2021 - Present)
	Informatica <i>Sr. Technical Writer</i> <ul style="list-style-type: none">Worked on Informatica Data Engineering Integration, Data Engineering Streaming, Enterprise Data Preparation, and PowerCenter projects.Created and maintained online help, context-sensitive help, administrator, command reference, and user guides in DITA XML (XMetal and SDL CMS).Created a YAML configuration file for REST API documentation by using Swagger and Readme.Created use-case documentation for specific product scenarios.Mentored trainees and interns for writing standards and projects.Lead project-related activities and own content creation end-to-end.Used Perforce for version-control of product documentation.Lead Doc-as-Code pilot project with oXygen XML Editor, Bitbucket, and Jenkins.	Bengaluru, Karnataka, India (July 2019 - June 2021)
	Sophos <i>Technical Writer 3</i> <ul style="list-style-type: none">Worked on Sophos XG Firewall and Central Wireless projects.	Ahmedabad/Bengaluru, Karnataka, India (June 2017 - July 2019)

- Created and maintained online help, context-sensitive help, administrator, command reference, and user guides in DITA XML (oXygen XML Editor with Bitbucket).
- Performed smoke testing for newer builds on Linux machines.
- Create REST API documentation with Swaggerhub.
- Undergone training on IT networks and security for fundamentals.
- Worked on information architecture for new DITA XML books.
- Worked on creating use-case documentation for specific product scenarios through Learning Content.

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 in DITA XML.
- Create a YAML configuration file for REST API documentation.
- Initiated Android application development for documentation delivery.
- Worked on information architecture for new DITA XML books.
- Authored on a Git-based environment for special and sensitive projects.

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.
- Worked on information architecture for new DITA XML books.
- Authored on a Git-based environment for special and sensitive projects.

HCL Technologies

Noida, Uttar Pradesh, India

Technical Writer

(March 2014 - October 2014)

- Worked on CA Technologies - Nimsoft Probes project.
- Created and maintained administrator and user guides.
- Worked on Author-it for component-based authoring.

Artech Infosystems

Noida, Uttar Pradesh, India

Technical Writer

(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.
- Worked on Adobe RoboHelp for creating online help.

Rara Infotech Pvt Ltd.

Remote, Kampala (Uganda)

System Analyst/Technical Writer

(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.
- Created books in Microsoft Office.

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 the 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, Jekyll, and Git.

Tools:

PTC Arbortext Editor, oXygen XML Author/Editor, SDL Knowledge Center/Trisoft, 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.