

Narendra Gummaiah

Senior technical writer

Career highlights

- ✓ Certified technical writer.
 - ✓ An adaptable and collaborative technical writer with 14 plus years of experience in different domains producing single-sourced documentation into various output formats with experience of mentoring writers.
 - ✓ Experience in both agile-and-waterfall documentation methodologies.
 - ✓ Experience in hardware and software documentation with manual or unattended build installations on devices for new-product introduction (NPI) and Change-program enhancements (CPE).
 - ✓ Experience in both unstructured and structured authoring.
 - ✓ Experience in software and product validation.
 - ✓ Experience in content migration from one into another content management system (CMS).
 - ✓ Restructure documentation according to style guides, accessibility, and localization standards.
 - ✓ Create comment content to leverage and reuse across different products intended for global audience.
 - ✓ Experience in troubleshooting topics and publication errors to rendition output formats.
- Develop process documents and training plans for writers.

Technical writing skills

- Estimate project delivery deadlines, assign tasks to self and other team members based on priority, and ensure to complete the assigned tasks within the delivery due dates and/or deadlines.
- Interact with different stakeholders (cross-functional teams and different geographical locations), Subject Matter Experts (SMEs), and project managers on a regular basis.
- Develop content drafts (interview R&D, QA teams, and other stakeholders).
- Develop, edit, and update Admin Guides, User Guides, Install Guides, Network Reference Manuals, Online Help, electronic Learning Product, and Wiki (internal and external sites) content.
- Unstructured-content authoring using Microsoft Word, Adobe FrameMaker, and Adobe RoboHelp.
- Structured-content authoring using Adobe FrameMaker, Arbortext Editor, and Oxygen Editor.
- Topic-based authoring using DITA (Cheetah and Vasont CCMS), Epic Arbortext Editor, XMetal Author, and Oxygen XML editor.
- Capture and/or edit existing graphics using Microsoft Paint, Snipping Tool, and Snagit.
- Use bug-reporting and-tracking tools like Bugzilla, BMC Remedy, CDETS (Cisco Defect Enhancement Tracking System), and HP online review tool (HP-ORT).
- Generate online help using Adobe FrameMaker, RoboHelp, and SDL Tridion Docs.
- Use Adobe Acrobat in Adobe Creative Cloud for reviewers to review content.
- Attend documentation project planning, manager, and cross-functional team meetings.
- Complete peer review and mentor juniors.
- Check-in generated online help files to build manager using SharePoint, GitHub, and FTP clients.
- Adhere to strict compliance with localization and accessibility standard guidelines.
- Facilitate knowledge transfer and ideas with team members.
- Effective collaborator with effective communication and people skills.
- Interview technical writers for any open positions in the organization.
- Experience in mentoring writers.

Work experience

Mphasis Limited, Bengaluru

Senior Technical Writer

October 2018 – Present

- **Client:** Hewlett Packard, Inc. **Project:** Global Print Design's Learning Products
- Member and contributor of HP Global Print Design's "Learning Products" documentation team.
- Develop the following InkJet and LaserJet guides with localization into 36 languages for NPI and CPE releases:
 - User guides, Troubleshooting manuals, Print-on-Demand warranty documents, and Web-based training (WBT) course.

Break

May 2014 – September 2018

Innovatia India IT & Knowledge Solutions Private Limited, Bengaluru

Senior Technical Writer

December 2014 – April 2015

- **Client:** Cisco Systems **Project:** Cisco's Collaboration Business Applications Business Unit (CBABU)
- Member and contributor of CBABU's documentation team.
- Updated Cisco Unified CCX 11.0, 10.6, 9.0(2), 8.5. Administration and Design guides, Compatibility Matrix, and Wiki (internal and external).

Verifone India Technology Private Limited, Bengaluru

Senior Technical Writer

March 2008 – September 2014

- Member and contributor of Verifone's Development Services Group (DSG) Technical-Publications Team.
- Developed and updated web help and reference manuals into PDF and Online Help output formats (single sourcing) for each release:
 - iOrder, Ruby Manager, Sales, and Reports network reference manuals, End-user Reference Manuals, and Install Guides (Online Help and PDF outputs).
 - Ruby, Sapphire, and Topaz Network (front-end processor) Applet Reference Manuals.
 - Router Configuration Utility Reference Manuals.

BMC Software Private Limited, Bengaluru

Junior Information Developer

July 2006 – March 2008

- Member and contributor of BMC's Information Design and Document (IDD) team.
- Updated BMC ProactiveNet 7.1, 7.1 SP2, 7.1 SP4, 7.5 Releases: Admin Guide, User Guide, Monitor Guide, Release Notes, SDK Guides, and Installation Guide.

Technical writing tools

- Domain experience: Enterprise-software products, Electronic Payment Standards, and Printer Products (wired and wireless products).
- Operating Systems: Windows and UNIX.
- Desktop-publishing tools: Adobe FrameMaker, RoboHelp, and Acrobat.
- General: Microsoft Word, Excel, PowerPoint, Visio, Project, and SharePoint.
- Markup Languages: HTML & CSS, XML & DITA.
- XML editors: XMetaL, Oxygen Editor, and Epic Arobortext.
- Content-management systems: SDL Tridion Docs, Oracle Broadvision, Astoria, Cheetah-Vasont, and Microsoft SharePoint.
- Image-capturing tools: Snagit and Snipping Tool.
- Bug-tracking tools: Bugzilla, BMC Remedy, CDETs, and HP ORT.
- Version control: TortoiseSVN and GitHub.
- FTP and SSH/Telnet client: WinSCP, FileZilla, and PuTTY.

Medical-transcription work experience

April 2000 – April 2006

Spheris India Private Limited > Freelance Editor > Ez MedScribe India Pvt Ltd, Bengaluru, Karnataka, India

Education – Bachelor of Pharmacy from Dayananda Sagar College of Pharmacy, Bengaluru.

Certifications

- Advance Technical Writing XML & DITA Certification - Winprotech, Bengaluru.
- XML & DITA Certification for a duration of 18 Hours -TechnoKraft, Bengaluru.
- Technical writing course for a duration of three months – TechnoPoint, Bengaluru