Narendra Gummaiah

Senior technical writer   narendrag03@gmail.com   +91.99451.24903

Career highlights

- ✓ An adaptable and collaborative technical writer with 14 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 installation (manual or unattended) of builds on devices.
- ✓ 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 publishing into different dynamic delivery output format renditions.
- ✓ Develop process documents and training plans for writers.

Technical writing skills

- Certified Technical Writer.
- 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:
  - o User guides, Troubleshooting manuals, Print-on-Demand warranty documents, and Web-based training (WBT) course.

Sabbatical   **May 2014 – October 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:
  - End-user Reference Online Help and PDF and Install Guides.
  - iOrder Online Help and PDF (single-source outputs).
  - Ruby Manager, Sales, and Reports network reference manuals.
  - Ruby and Topaz Network (Front-End Processor) Reference Manuals.
  - Ruby Network Applet Configuration Reference Manuals.
  - Router Configuration Utility Reference Manuals.
  - Sapphire Management Suite 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 Release Guides: Admin Guide, User Guide, Monitor Guide, and Installation Guide.

Core technical writing tools expertise

- **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, and Epic Arobortext.
- **Content-management systems**: SD Tridion Docs, Microsoft SharePoint, Oracle Broadvision, Astoria, and Cheetah-Vasont.
- **Image-capturing tools**: Snagit and Snipping Tool.
- **Bug-tracking tools**: Bugzilla, BMC Remedy, CDETs, and HP ORT.
- **Version control**: TortoiseSVN and GitHub.
- **FTP client**: WinSCP and FileZilla.
- **SSH and Telnet client**: PuTTY

Medical-transcription work experience

Spheris India Private Limited, Medical Transcriptionist , Bengaluru	April 2000 - April 2004
Freelance Editor . Medical Transcription Editor , Bengaluru	April 2004 - April 2005
Quality Analyst EZ MedScribe India , Bengaluru	April 2005 - April 2006

Education/Certifications

- **Advance Technical Writing XML & DITA Certification** (2018) – Winprotech, Bengaluru.
- **XML & DITA Certification** for a duration of 18 Hours (2014) -TechnoKraft, Bengaluru.
- **Technical writing course** for a duration of three months (2006) – TechnoPoint, Bengaluru
- **Bachelor's degree:** Bachelor of Pharmacy - Dayananda Sagar College of Pharmacy, Bengaluru