

NISHIT.R.SHETTY

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SUMMARY OF QUALIFICATIONS

- Over 10 years of experience working in multiple industries that harnessed skills in Technical Writing, Analytical thinking, Research abilities and Sales
- Mentored and trained new recruits by providing hands-on knowledge
- Highly motivated and goal-oriented professional with an aptitude for problem-solving
- Proficient in Oxygen, DITA XML, Notepad++, Atom text editor, GitHub, Camtasia, Snagit, O365, SharePoint, Google office suite
- Excellent and confident communicator with exceptional oral and written communication skills
- Ability to foster strong relationships with all departments of the organization
- Impeccable spelling, grammar, and editing skills
- Ability to conceptualize strategic vision into tangible action plans with a focus on collaboration
- Worked in a regulatory environment with a focus on transformational change initiatives that cover people, technology, and processes

PROFESSIONAL EXPERIENCE

Technical Content writer

September 2019 - December 2021

Vitonia Inc (Client: Telus)

- Worked alongside the Content Lead and other team members to build product documentation and deliver seamless end-to-end experiences
- Provided content recommendations that reduces end-user effort and increases product usability
- Complied with the company's writing style guide whilst creating various documentation assets such as user guides, process flow docs, release notes, etc
- Experienced in communicating with stakeholders and subject matter experts such as developers, testers, project managers
- Developed installation guides, 'How-to' documents, user guides, and release notes and infographics for various softwares
- Implemented technical concepts in the documentation by experimenting with software and interviewing SMEs
- Contributed to the maintenance and upkeep of the writing style guide, document templates, and other internal processes and standards

Senior Acquisitions Editor

January 2017 - August 2019

Packt Publishing Limited

- Managed the development of technical content for the company's subscription platform
- Created the technical product copy for technical video courses
- Reviewed the technical documentation, supporting assets, and manage stakeholder communications with the development and testing team
- Wrote high-end technical specification document and software documentation for all published products that are concise and accurate using Agile development methodologies
- Lead the documentation process across multiple projects

Accomplishments

- Streamlined documentation process across the team by implementing change management practices.

- Implemented agile practices within the team with tools such as Trello, Asana, Quire, etc.

Mall Operations Executive - Space-On-Hire

December 2013 - January 2017

Inorbit Malls India Private Limited

- Achieved annual and quarterly revenue targets by selling kiosk space, mall signages and space for promotional events in the mall
- Formulated strategies to maximize occupancy of mall hoardings sites & leasable kiosk spaces
- Created a monthly report which gave insights into trading density, sales of kiosks and new brands that can be leased

Sales Consultant

May 2011 – October 2013

Mahindra Holidays & Resorts India Ltd

- Achieved monthly sales targets by making effective sales presentations
- Maintained high standards of service quality to attract and convert prospects into members
- Dealt with High Net Income(HNI) customers by creating a value proposition and selling them holiday memberships

EDUCATION

Postgraduate Diploma in Retail Management

Prin. L.N. Welingkar Institute of Management Development and Research

Year: 2014 - 2017

Bachelor of Management Studies

University of Mumbai

Year: 2009 – 2011