

RAKESH K

Technical Writer

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With 4.5 years of experience in technical writing, I specialize in creating clear, user-friendly documentation. My expertise includes developing user guides, API documentation, UI/UX content, business requirement documents, and online help, ensuring accessibility for both technical and non-technical audiences.

Skills

- Writing and Editing Skills
- Information Mapping
- User-Centric Documentation
- Version Control: Git, Bitbucket
- VS code, Postman, HTML, Markdown
- CMS: Schema ST4, MadCap Flare, Confluence, Xmetal
- MS Office, Google doc
- Camtasia, Filmora, clip champ
- Multi-Channel Publishing (e.g., Web, PDF, Mobile)
- DDLC & SDLC
- Azure, Agile methodology
- Corel Draw, Creo Illustrate, Indesign, Windchill, Product Cube, SAP, SANA
- Technologies: AWS, IOCTL codes, API, Salesforce (Review), OLH, UI/UX, Saas, PLC, C++, ISMS, Ad-hocs (HR)
- Snagit, B-term, MS Visio, Corel draw

Work Experience

Technical writer | InTimeTec | 19/10/2023 - Present

- Created user manuals, UI/UX guides, installation guides, and online help pages.
- Developed business requirements document, proposal documents, and release notes.
- Authored case studies and API documentation.
- Created video tutorials to provide step-by-step guidance on feature usage.
- Designed and implemented a Kanban board in Azure for a team of 5 technical writers to improve workflow efficiency.
- Set up Git integration with Madcap Flare to streamline version control for documentation.
- Led the migration of content from Confluence pages to Azure Wiki.
- Led the migration of the CMS tool-Madcapflare.
- Assisted QA leads in creating a checklist in Excel to enhance quality assurance processes.
- Collaborated with the marketing team to create a standardized Word-style template for the organization.
- Developed and implemented an interview process and successfully led technical writer interviews.

Technical writer | Buhler (Deputed by Merritt Innovative Solutions) | 23/03/2022-30/09/2023

- Developed operational manual and operating instructions in quanos SCHEMA ST4 for heavy machinery.
- Edited and proofread technical documents for accuracy and consistency.
- Worked closely with LCM and respective foreign stakeholders (Europe and China) to determine the accuracy and completeness of technical documentation.
- Conducted training sessions for team members and colleagues from other teams on Single Source of Truth for the tool ST4.
- Provided guidance and support to a fellow team member through effective communication.
- Proved successful working within tight deadlines and a fast-paced environment.
- Responsible for the work order management for the team.
- Involved in developing the process to increase the quality of the manuals by preparing checklists and workflow concepts.

Technical Writer | Alten India | 13/05/2019 to 13/10/2020

- Experienced in the Creation and Updating of various manuals including Technical manuals, User manuals, Maintenance Manual, Repair Manual, and Illustrated Part Catalogue.
- Microsoft Manual of Style (MSTP), Simplified Technical English (STE), and the ability to adhere to company-specific style guides.
- Well-versed in gathering information from Subject Matter Experts to understand the technicality of any product.

Certifications

- Google Technical Writing 1& 2
- Creating API documentation
- SDLC
- InDesign 2022 essential training

Bachelor's in Aeronautical Engineering | SJCIT | 2018