

Rima Sharma

Summary

I am a technical writer and editor based in Liverpool, UK, with 18 years of experience. I have 13 years of experience in full-time roles and 5 years of experience as a freelancer. I am a top-rated freelancer on Upwork with a 100% job success rate in working independently with remote clients.



My expertise lies in delivering accurate, concise, and user-friendly content in visually appealing formats. I can write content for a wide range of technical documents and collaborate effectively with local and remote teams.

I have documented both new and existing products. I am familiar with the Document Development Life Cycle (DDLC) and the content strategy required to deliver documentation that meets both user needs and business objectives.

Skills

Technical Writing, Content Writing
DITA, Information Mapping
Editing, Proofreading
Interaction Design
UX Writing
Standard Operating Procedures Writing
Style Guide Development
GenAI Prompting, AI-Assisted Content Creation

Experience

Mar 2020 – Dec 2025

Technical Writer and Editor, Self-Employed, Goa, India and Liverpool, UK

- Worked continuously on multiple long-term editing contracts for an enterprise client in Israel for five years.
- Edited guides related to Cisco CCNA and other technologies for a publishing client in the UK.
- Updated a User Guide for a new release for a client in the USA.
- Worked on multiple proofreading and content writing projects.

Jan 2013 – Jan 2018

Senior Technical Writer, Cisco, Pune, India

- Managed documentation for Cisco Cloud Services Platform 2100, Cisco ENCS, Cisco Nexus 1000V, and Cisco Virtual Security Gateway.
- Worked remotely from Pune and collaborated with engineering, QA, and documentation teams in India and the USA.

- Updated existing documentation for new product releases.
- Authored Configuration Guide, Quick Start Guide, REST API Guide, Command Reference, Installation Guide, and Release Notes for a new product.
- Resolved documentation defects and ensured timely updates.
- Participated in the content-migration testing and converted guides to DITA XML.
- Performed peer reviews and mentored junior team members.

Feb 2009 – Dec 2012

Senior Technical Writer/Technical Writer, Synopsys, Bangalore, India

- Managed documentation for DWC Ethernet MAC Universal, DWC XGMAC 10G Ethernet MAC, DWC Ethernet PCS Layer, Ethernet Verification IP, and I2C Verification IP.
- Collaborated with engineering, QA, and documentation teams in India and the USA.
- Authored Databooks, Installation Guides, User Guides, and Release Notes.
- Created basic, intermediate, and advanced Quick Start Guides for code examples.
- Reviewed UI text for clarity and consistency.
- Published defect information and edited SolvNet articles.
- Generated class reference files.
- Contributed to updates of the Corporate Style Guide and collaborated with team members to create a group-specific Style Guide.
- Identified documentation improvement areas through support cases and implemented resolutions.
- Interviewed and mentored new team members.

Oct 2004 – Mar 2008

Senior Technical Writer/Technical Writer, Oracle, Bangalore, India

- Managed documentation for Oracle SOA Suite, Oracle ESB, Oracle Application Server Adapters, and Oracle Application Server Integration InterConnect.
- Collaborated with engineering, QA, and documentation teams in India and the USA.
- Authored Administrator Guides, Developer Guides, User Guides, Quick Start Guides, and Installation Guides.
- Created online help and wrote UI text for Oracle Enterprise Manager and Oracle JDeveloper.
- Created Readme files, Release Notes, and Patch Set Notes.

Jun 2003 – Nov 2003

Freelance Technical Writer, NIIT, New Delhi, India

- Wrote chapters for books related to Internet technologies and desktop environments.
- Created assessment questions.

Mar 2003 – May 2003

Technical Writer, CyberMedia, Gurgaon, India

Updated content to align with the new template structure.

	<p>Jul 2000 – Jul 2001 Systems Trainee, NIIT, New Delhi, India Developed interactive storyboards containing text, graphics, animations, and audio for school courseware.</p>
Education and Certifications	Master of Science in Information Technology Bachelor of Arts with English Literature Technical Communication Essentials, Minnesota State University, Coursera How to Write Effortless Quality Procedures & SOPs for ISO, Udemy Fundamentals of UX Writing, UX Content Collective Proofreading and Editing Diploma, Center of Excellence The Fundamentals of Digital Marketing, Google Three-year GNIIT Diploma in Systems Management, NIIT Microsoft Certified Solution Developer, Microsoft
Tools and Technologies	<p>Authoring Adobe FrameMaker, XMetal Author Enterprise, Oxygen XML Author, Microsoft Word, MadCap Flare, GitBook, Google Docs, Pages</p> <p>AI and Prompting Generative AI tools and prompt designing for content ideation, summarization, and quality checks</p> <p>CMS and Project Management Astoria On-Demand, Adobe Experience Manager, Confluence, Documentum Web Publisher, SharePoint, Jira, Rally</p> <p>Design Snagit, Microsoft Visio, Canva</p> <p>Domains and Technologies Networking, Cloud Networking, and Virtualization Semiconductor/Networking IP and Verification IP Enterprise Integration and Middleware Relational Database Management Systems</p> <p>Markup and Programming Languages Markdown, HTML, XML, C++, Visual Basic, Python</p> <p>Operating Systems Windows, macOS, Linux</p> <p>Web Development Adobe Authorware, Adobe Dreamweaver, WordPress</p>
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