

## Rishabh Gupta

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### CAREER PROFILE

Creative, skilled and accomplished Technical Writer with diverse knowledge of writing technical content. Seeking position as a Senior Technical Writer in an organization where my skills and proficiency will be utilized.

### PROFESSIONAL STRENGTHS

- Possess 8 years of progressive experience as a Technical Writer.
- Creation of **Release Notes**, **Contextual Help files**, **FAQ's**, **User Guides**, and **End User Documentation**.
- Exposure to AI tools like **Albus** and **Zeda** to create interactive training material.
- Ability to write in a variety of styles and formats for multiple audiences.
- Familiar with **DITA Architecture**.

### TECHNICAL EXPERTISE

**Authoring Tool:** Helpjuice, Robohelp, Madcap Flare, FrameMaker

**Learning Management System:** Captivate, Walkme, Camtasia.

**MS Office Applications:** Word, Excel, PowerPoint, Visio

**Designing:** Figma, HTML, CSS, SnagIt

**XML Authoring:** Oxygen XML Editor

## WORK EXPERIENCE

### Innovaccer, Noida

December 2022 – Till Now

Domain: Healthcare

Senior Technical Writer – Platform Management

- Developing and maintaining user manuals, online help, and software documentation for multiple projects.
- Utilizing cutting-edge AI tools such as Zed and Albus to produce exceptional user-friendly documents and highly engaging interactive training materials.
- Working with the design team to understand the product journey in Figma and preparing associated product documentation.
- Collaborating with product managers and engineers to understand product details.
- Creating Software Simulation and Video Demos including script writing for Web and Mobile Applications.
- Ensured technical verbiage was easy to understand for non-technical users.

### Globallogic India, Noida

March 2020 – December 2022

Domain: Telecom

Associate Consultant - Digital Experience Platform

- Developed product documentation for BSS Software– API Documentation, Release Notes, System Configuration Guide, UI User Guide, Product Manuals, and Microservice Guides.
- Prepared documents for DevOps team that includes AWS Installation Guide, Deployment, and Upgrade Guides. • Interacting with system architect and backend team to understand and document product overview.
- Collaborating with cross-functional teams like Dev, Test, PRMs to gather information for creation or revision of documents.

**Fiserv India, Noida**

June 2018-March 2020

Domain: BFSI

Technical Writer

**Key Duties:**

- Preparing Step-by-Step and Training Manual guides for Trainers.
- Developing Technical Presentation, Product & User Training Manuals, Training Documents and How-to do Videos.
- Creating Technical Diagram, Flowcharts, Mind Maps, etc. for Project Management office.
- Coordinating with Software Developers/Testers/SMEs for information gathering.
- Participating in Peer, QA and Managerial level documentation reviews for immaculate document delivery.
- Documenting Release Notes and Custom Documents for enhancements.

**Grey Orange India, Gurgaon**

December 2017-June 2018

Domain: Automation

Technical Writer

**Key Duties:**

- Developing SOPs for warehouse automation products.
- Creating and updating Dashboard guides for end user interacting with software.
- Preparing functional documents for technical concepts understating.
- Preparing User Documentation based on Globalization and Multi-lingual support.
- Creation of Standard document format (Template) for aligning all technical/operational SOP's (Standard Operating Procedures)

**Computer Sciences Corporation, Noida**

Dec 2015-Dec 2017

Domain: Global Insurance

Technical Writer

## **Key Duties**

- Developing, writing, and revising technical documents and documentation sets according to established standards.
- Identifying, planning and revising technical writing project requirements.
- Organizing and disseminating source information.
- Creation of Help files, FAQ's, User Guides, Installation Guides, Instructional Guides.
- Regularly participating in product/ project team meetings.
- Working with technical resources to improve document quality and usability.

## **EDUCATION**

- M.B.A (IT) from Bharati Vidyapeeth University, Pune in 2015 with 65%.
- BCA from Teerthankar Mahaveer University, Moradabad in 2012 with 60%

## **SKILLS AND STRENGTHS**

- Strong analytic thinking capabilities
- Keen sense of urgency and teamwork with great attention to detail
- Demonstrated ability to work well under strict deadlines
- Competent & Curious researcher

## **Hobbies/Co-Curricular Activities**

- Reading Non-fiction Books, Magazines & Technology Blogs
- Designing Caricature & Photography
- Travelling
- Watching Documentary Films