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| **Siddharth Aggarwal** | Mobile: +91 7760503133  Email: [siddharth.techwriter@gmail.com](mailto:siddharth.techwriter@gmail.com) |

**Profile Snapshot**

Having more than 11 years of experience from technical writing. Involved in planning, program reviews, engineering discussions, reviewing, content structuring, developing and maintaining technical documentation, and interviewing candidates. Involved in learning and knowledge sharing sessions. Having experience in designing templates and skins for various information deliverables. Involvement in product UX reviews and writing UI messages. Communicating with various stake holders across the organization for gathering requirements, addressing issues and collecting feedback. Coordinating for various projects with respective program managers and providing team status updates, weekly project updates, resource bandwidth snapshot, and roadmap plans to senior management. Responsible for documentation deliverables, their quality and maintenance in the team.

**Professional** **Experience**

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| Staff Technical Writer @ OpenText Technologies India Pvt Ltd (March 2017 - till date) Project: File Intelligence, Output Management – e-Content Management Platform |  |

**ROLE: Lead & IC**

* Driving the technical publication effort for the File Intelligence (FI), and Output Management (OM) projects.
* Ensuring the delivery and maintenance of FI and OM documentation releases.
* Coordinating with various groups within the organization and driving the implementation of rebranding and streamlining across the ECM platform documentation to meet the current acquisition requirements.
* Participating in the Program Review meetings for the business unit and providing documentation status updates.
* Analyzing and implementing quality improvement initiatives for legacy and existing content.
* Participating in the Priorities Meeting to discuss critical tasks and getting the same addressed on priority.
* Involved in team building, interviewing and recruiting new team members.
* Involved in mentoring the team on tools.

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| Lead Technical Writer @ Rsam India Pvt Ltd. (April 2016 – Nov 2016) Project: Rsam |  |

**ROLE: Documentation Lead**

* Creating the RSAM platform documentation and training materials from scratch.
* Implementing the documentation process and implemented new tools.
* Coordinating with stakeholders across the organization for reviews and inputs.
* Reviewing documents for different modules.
* Reviewing and improving the feature-based whitepapers & other such documents.
* Reviewing the product user interface and providing suggestions to improve usability, improve the panel headings and application messages.

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| Specialist (Sr. Lead) Information Developer @ Actiance India Pvt Ltd. (July 2012—April 2016) Project(s): Alcatraz, Vantage & Socialite |  |

**ROLE: Sr. Lead & Individual Contributor**

* Creating and releasing information deliverables for Alcatraz product documentation (Individual Contribution).
* Attending daily scrum meetings and providing updates on progress of documentation.
* Participating and attending all brainstorming sessions and feature elaboration sessions.
* Interviewing candidates for open positions in the team.
* Coordinating with Program Managers and Product Managers for documentation planning.
* Closely studying the product road-maps and plans for upcoming releases.
* Content structuring for new guides as well as for enhancing the experience of existing guides.
* Performing peer review and procedural testing for new content.

**ACHIEVEMENTS**

* Implemented new templates for new product documentation sets.
* Designed a documentation tracker using JIRA and Confluence, so that information on plans, status updates, quality initiative updates, and documentation projects can be tracked at a central location and can be made available to all stake holders.
* Re-structured the Vantage user guide, and worked on web landing pages for ease of access and to find relevant information quickly.
* Created a documentation suite for multiple PDF documents to reside in a single PDF file.
* Created a new standardized and branded template for Release Notes, that was used company-wide across products.
* Suggested and provided mockups for new features in the Alcatraz product. The changes were appreciated, and suggestions incorporated in the product. Suggested features are added in the roadmap for the product development.
* Designed proof of concept (POC) to demonstrate the usage of Confluence for documentation within the organization.
* Involved in UX reviews for the Alcatraz product. Provided quality feedback that was incorporated.

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| Senior Technical Writer @ Infinera India Pvt Ltd. (April 2011 – June 2012) Project(s): Wet Plant Link Manager (WPLM), Network Planning System (NPS) |  |

**ROLE: Individual Contributor**

* Working as an Individual Contributor on the WPLM documents.
* Developing and maintaining the WPLM documentation set for various releases.
* Worked in a team of two writers to update and maintain the NPS documentation.
* Interviewing candidates for the technical writing team.
* Mentoring new joiners on products, processes and tools.
* Performing Peer Reviews of documents and write-ups of other team members.
* Coordinated knowledge sharing activities, best practices, and learnings within the team.

**ACHIEVEMENTS**

* Received spot award for creation a new product documentation set for WPLM.
* Changed the documentation delivery standards by introducing a product documentation suite (a single file) that helped customers search for an information across documents. The suite had compression capability that reduced the size of the documents and could be downloaded quickly from the documentation portal. This suite also made it easy to navigate between documents (of different formats) and jump to related topics in a snap. This suit was also implemented in different teams.
* Reduced the turn-around time in documentation deliverables by suggesting process modification.
* Split and structured the large NPS documentation to ensure that customers are picking only those documents that they needed.
* Acted as the backup for the product trainer and delivered an online customer training for WPLM.

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| Technical Writer @ EMC Data Storage Systems India Pvt Ltd. (October 2009 – Feb 2011) Project(s): - Smarts—SAM (Service Assurance Manager), SIA (Storage Insight for Availability), SAM Hot Fixes, NCM Hotfixes |  |

**ROLE: Individual Contributor**

* Working as an Individual Contributor on the NCM documents, for SP and Hot Fix updates.
* Worked in a team to update SAM documentation, and SIA documentation.
* Updating internal and external Wikis with knowledge base articles.
* Working in a team of two writers to update and maintain the NPS documentation.

**ACHIEVEMENTS**

* Involved in complete transitioning of the documentation project from the US team to the India team.
* Mentored a batch of fresh graduates on basics of technical writing, using style guides, language, and tools.
* Raise quality defects on the product user interface.

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| Technical Writer @ Bally Technologies India Pvt Ltd. (August 2008 – May 2009) Project(s): SDS (Slot Data Systems) & CMP (Casino Marketing Place) |  |

**ROLE: Individual Contributor**

* Developed and delivered the Service Pack related documents.
* Developed and delivered documents for all major or minor releases of the components.
* Mentored new hires on tools, product and processes.

**ACHIEVEMENTS**

* Customer interaction by help of support team for understanding and enhancing user experience.
* Transition the project from Nevada to the India team.
* Created a process for the documents for field advisories and service patch updates.
* Reduced the turn‐around time, maintaining quality of documentation for the patch releases.

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| Information Developer @ Huawei Technologies India Pvt Ltd. (May 2007 – August 2008)Project(s): iSAP- SDO, SIP, Protocol Stack |  |

**ROLE: Individual Contributor**

* Worked as an individual contributor for product component documents.
* Provided daily updates to the Project manager of the progress, issues and lessons learned.
* Actively participated in brainstorming meetings and collect information for documentation.

**ACHIEVEMENTS**

* Certified as a “Qualified Information Developer” at Huawei Technologies.
* Received spot award for raising quality defects on the product.
* Learned the PCDS (Internal to Huawei) system and implemented the same throughout the project.

**Document Deliverables**

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| * User Guides/Online Helps | * Troubleshooting and Debugging Guide | * Release Notes |
| * Installation and Configuration Guides | * Compliance Report / Compatibility Matrix | * Tools User Guides |
| * Developer Guides | * Documentation Guide | * Technical Sheets |
| * Administrator Guides | * Documentation Portfolios | * White Paper |

**Tools**

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| * Madcap Flare | * Atlassian Confluence | * Adobe RoboHelp |
| * Adobe FrameMaker | * Microsoft Office Suite | * Microsoft Visio |
| * XMetal | * Editplus | * Link Checker Pro |
| * SnagIT | * HyperSnap | * ACDSee |

**Applications Used for Content Management**

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| * SDL WorldServer | * Tortoise SVN | * Perforce |
| * TSL | * MS VSS | * Atlasian Confluence |

**Education**

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| **Degree** | **University** | **Year of Passing** | **Aggregate** |
| **MCA (Master of Computer Applications)** | Bangalore University | 2007 | 81% |
| **BCA (Bachelor of Computer Applications)** | MCRPV, Bhopal | 2004 | 68% |
| **Sr. Secondary (12th)** | CBSE | 2001 | 55.2% |
| **Secondary (10th)** | CBSE | 1998 | 64.8% |