

SANGEETA MENON

Information Developer/Technical Writer/Document Specialist

9945313249 ♦ sangeeta.tw@gmail.com ♦ sangeetamenon.github.io

PROFESSIONAL SUMMARY

Seasoned Technical Writer with 16+ years of experience in creating and managing high-quality documentation for engineering and software products in Telecommunications, Networking, Semiconductor, and Healthcare domains. Self-starter with a flair for converting complex technical concepts into clear, concise, and user-friendly information. Proven ability to improvise documentation processes and implement automation. Skilled in effectively collaborating with cross-functional teams (engineering, product management, support teams) to meet business and customer-focused goals.

SKILLS

Authoring:	Confluence, RoboHelp, Grammarly, Adobe FrameMaker WebDM (In-house tool similar to Oxygen XML), Oxygen XML
Markup/Coding:	DITA, GitHub, Python, C++, Linux, HTML
Style Guide:	Chicago Manual of Style, Microsoft Writing Style Guide
Screen Capture:	Snagit, Microsoft Visio, Camtasia (Video production software)
CMS:	Documentum, WinSCP, Perforce, Salesforce, SharePoint, Git
Defect/Bug Tracking:	JIRA, Salesforce
Soft Skills:	Project Management, SME Interviews, Multi-tasking, Problem Solving, Mentoring, Leadership, Communication, Team Player, Time Management
Methodology:	Agile, Waterfall
Cloud Platform:	vSphere, OpenStack
Documentation Strategy:	Content Strategy, DDLC, Process Improvement, Structured Authoring, Information Mapping, Content Reuse, Peer Review, Editing, AI-writing, Information Architecture, Topic-based authoring, User Experience (UX) writing
Additional Expertise:	Design Thinking, Knowledge Base, Automation
Certification:	Project Management

KEY RECOGNITIONS/AWARDS

- GlobalFoundries Inc. - Inventor Recognition Award, Spotlight Award, Appreciation Award
- Ribbon Communications. - “Role Model” title, Individual Excellence Award, Spot Award
- IP Infusion Software India. - “Tech Pub Champion” for CMMi assessment
- OnMobile Global Ltd. - “Pat-in-the-back” Award

EXPERIENCE

GlobalFoundries Inc. *(MTS, Staff Technical Writing)*

July 2020 - Present

Products: Standard Cells, IOs, and eFuse

- Managed all the document activities from scoping to publishing, ensuring documents delivered are of high quality.
- Authored Databooks, Datasheets, Product Briefs, and Application Notes with a focus on user-friendly content.
- Revamped legacy technical documentation by strategizing the content, addressing gaps, and improving overall usefulness of the end-user documents.
- Prioritized and corrected all the documentation bugs on a high-priority basis.
- Automated the Standard Cells databooks, reducing documentation delivery turnaround time by 80%.
- Initiated process improvements, reducing documentation delivery turnaround time by 20%.
- Mentored junior writers, boosting team productivity by 15% and establishing best practices for documentation quality and consistency.
- Created internal blogs, newsletters, presentations, and other miscellaneous articles.

Ribbon Communications. *(Principal Technical Writer)*

February 2014 - May 2020

Products: Session Border Controller (SBC), Signaling Gateway (SGX), DataStream Integrator (Server and Cloud)

- Authored Feature Guide, Alarms and Traps Guide, Installation Guide, Configuration Guide, Upgrade Guide, REST API Reference guide, CLI Guide, FAQs, and Release Notes for web-based cloud applications.
- Collaborated closely with product management and support teams to understand the product capabilities and documentation functions.
- Contributed to editorial reviews, ensuring adherence to style guides and improving document aesthetics for better readability.
- Planned, scoped, and estimated efforts for the project document requirements.
- Spearheaded the Quality Assurance process, reducing the documentation bugs by 40%.

- Mentored junior writers to improve documentation quality and enhance productivity.

IP Infusion Software India. *(Senior Technical Writer)*

January 2013 - February 2014

Products: ZEBOS Network Platform, Aero Network Platform

- Authored User Guide, Installation Guide, Configuration Guide, and Architecture Guide with emphasis on topic-based authoring.
- Improved the usability of the documents by developing standardized templates, style guides, and peer review checklists.
- Assisted in QMS audits ensuing compliance during CMMi reassessments.

OnMobile Global Ltd. *(Technical Writer)*

March 2010 - December 2012

Products: Mobile, Messaging, and Marketing unit (M3PU)

- Authored Getting Started Guide, Architecture Guide, Video Help Tutorials, User Guide, Product Notes, Installation guide, End-user API Guide, Product Brochures, Request for Proposal (RFP) Documents, and Release Notes.
- Improved the usability of the User Interface (UI) by evaluating and addressing common user pain points.
- Conceptualized and designed a knowledge-based portal for support engineers.

OTHER EXPERIENCES

- Technical Writer at DynPro. (for IBM)
- Senior Technical Writer at ArisGlobal Software Networks.
- Clinical Data Manager at Pfizer India Ltd.
- Catalogue Manager at e-officeplanet.com.
- Content Specialist at Cyberspace Infosys Solutions.
- Content Designer at Aptech Ltd.

EDUCATION

- Advanced Diploma in Software Engineering Technology - Asset International
- MSc. (Physical Chemistry) - Institute of Science