

Sangeeta Menon

Technical Writer/ Document Specialist/Information Developer

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About me: 16+ years of experience in creating and managing technical information and technical content for engineering software products in various domains such as Healthcare, Networking, and Telecommunications. 4+ years of experience in creating non-technical content for healthcare and shopping portal.

Technical Skills: Knowledge in C, C++, Java, HTML

Authoring Tools: Confluence Wiki, MS Word, Robohelp 8, Adobe Framemaker 10

Image Editing Tools: Adobe Photoshop, Hypersnap, Snag IT, Microsoft Visio, Camtasia studio

Defect Tracking Tool: JIRA, ClearQuest

Content Management: Documentum, VSS

Style Guide: MSTP, Sonus Style Guide

Certification: Information Mapping

Soft Skills: Self-starter, aligned to continuous improvement process, ability to multi-task, quick learner, assertive and innovative, analytical abilities and problem-solving skills, time management

Keywords: Technical Writer, Information Developer, Documentation, Document Specialist, Technical Publications, Writing, Technical Writing

Education: M.Sc (Chemistry) from the Institute of Science, Advanced Diploma in Software Engineering Technology (ADSET) from Asset International

Awards and Achievements:

- Was accorded the title of “Role Model” during Performance Appraisal 2018.
- Nominated for Individual Excellence award for initiating quality in documentation at Ribbon Communications.
- Received Spot award, Easy Button award at Ribbon Communications.
- Received a ‘Pat-in-back’ award for achieving excellence in documentation at OnMobile Global Ltd.

Experience:

1. **Feb' 14 to May' 20 with Ribbon Communication (ex-Sonus Networks) - Principle Technical Writer**

URL: <https://www.ribboncommunications.com/>

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

- Creating Project Document Plans, Document Estimates, Updating Project Status, Reporting the Project Progress.
- Estimating, Planning and Authoring high-quality documents that includes Installation and Configuration guide, Upgrade guide, Feature guide, User guide, Alarms and Traps guide, REST API User guide, Command-line Interface (CLI) and Application Processing Interface (API) guide.
- Collaborating with cross-functional team to ensure completeness and technical accuracy of the authored documents.
- Proactively take steps to identify the bottlenecks and suggest changes that improve documentation process.
- Analyzing and foreseeing the potential documentation risks ahead and strategizing the solution for the same.
- Analyzing and swiftly resolving documentation bugs using the JIRA tool.
- Responding to the documentation feedback from internal stakeholders/customers and implementing the changes in the document.
- Mentoring and initiating the newcomers to be operational and productive.
- Enhancing the look and feel of the document to improve readability using information mapping principles.

2. Jan' 13 to Feb' 14 with IP Infusion Pvt Ltd- Senior Technical Writer

URL: www.ipinfusion.com

Key Projects: ZEBOS Network Platform, Aeroz Network Platform

- Planning and authoring User guide, Installation guide, Configuration guide, API guide, CLI guide.
- Verifying the document for completeness and clarity.
- Testing the documents for its usability and user experience.
- Publishing the documents on the portal.
- Interacting with developers/customer support to incorporate updated content in the documents.
- Identifying document requirements and estimating the efforts.

- Creating standardized templates, style guide, checklist, standards, guidelines, procedures.
- Assisting the Lead Quality Consultant in various QMS tasks for CMMi reassessments.
- Creating miscellaneous document as per the requests from various departments.

3. Mar' 10 to Dec' 12 with OnMobile Global Ltd- Technical Writer

URL: <http://onmobile.com/>

Key Projects: All groups of Mobile, Messaging and Marketing unit (M3PU)

- Planning and authoring Getting Started guide, Architecture guide, Training guide.
- Planning and authoring User guide, Product Notes, Installation guide, API guide from scratch.
- Interacting with developers to incorporate updated content in the documents.
- Editing Proposal documents, Technical Support documents, and Release Notes.
- Testing the Product GUI's for user experience and usability.
- Reviewing and editing other miscellaneous technical documents as and when required.
- Creating brochures for the products.
- Creating system diagrams for Software Architects in a visually appealing manner.

4. Jul' 08 to Jan' 10 with Dynpro (for IBM) - Technical Writer

URL: <http://www.ibm.com/in/>

Key Projects: Nokia Siemens Network-4G

- Planning and authoring User guide, Interface guide, Statistics guide, Command Line Interface (CLI) guide.
- Verifying the documents from Product Specialists/Architects.
- Testing the documents in the development environment.
- Reviewing and editing other miscellaneous technical documents.
- Mentoring and training new joiners.

5. Dec' 05 to Mar' 08 with ArisGlobal Software Networks -Senior Technical Writer

URL: <http://arisglobal.com/>

Key Projects: Arisg, Agxchange, CTM, Communications

- Planning and authoring User guide, Admin guide, Installation guide and Database guide.
- Preparing Online help.
- Standardizing Documentation Templates.
- Reviewing and formatting Functional Specifications Document and Release Notes.
- Ensuring the User Documentation (UD) process is followed.

6. May' 03 to Jan' 05 with Pfizer (India) Ltd as a Clinical Data Manager

URL: <http://www.pfizer.com/home/>

Key Projects: Clinical trial Phase I to Phase IV studies in therapeutic areas / indications like Psychiatry, Arthritis, COPD, Asthma, Diabetes

- Reviewing Data Quality Management Plan (DQMP).
- Reviewing Protocol document and Case Review Forms of new trials for any errors / amendments.
- Checking for discrepancies manually.
- Raising and resolving queries.
- Writing and testing validation specifications.
- Testing the database for errors.
- Testing the validation procedures.
- Mentoring and guiding new joiners.
- Creating training manuals for new joiners.

Other Experiences

- e-officeplanet.com as Catalogue Manager
- Cyberspace Infosys Solutions as Content Specialist
- Aptech Ltd. as Content Designer
- Raptokos Brett Co. Ltd. as Quality Assurance Professional
- Parke-Davis Ltd. as Trainee Quality Assurance