UTHARA NAIR

Freelance Graphic Designer/Content Writer (Present)
Technical Writer (2010 – 2013)
B 17 02, Millennium Square Place, Section 14, Petaling Jaya,
Selangor 46100
Phone: +60 1111401886

- Experienced Technical Writer with exposure to various aspects of technical communication including authoring user manuals, writing and creating support and online help files, formulating standards and guidelines for technical documentation, coordinating documentation reviews, reviewing proposals, creating and managing documentation assets, working on software life cycle documents and marketing collateral such as case study.
- Proficient in the use of MS-Office, RoboHelp, MadCap Flare. Familiar with Lotus Notes 6.0, Microsoft Outlook, DITA XML based tools, Wiki, and SharePoint. Have worked with Content Management Systems.
- Personal contributors include high level of proficiency in oral and written communication, strong analytical skills, sharp editorial skills, attention to detail, sincerity, dependability, hard work, and ability to learn new skills.
- Last worked at Cognizant Technology Solutions, India as Technical Writer from November 17, 2011 until April 5, 2013. Belonged to the 'First Bucket' category during the year-end appraisal, 2013.
- Avid blogger and photographer – Today's Affairs – http://rishta-todaysaffairs.blogspot.com/

Technical Skills Summary

- Microsoft Office applications, content management systems, Adobe RoboHelp, MadCap Flare, Adobe Photoshop and Pagemaker (desktop publishing), Snagit.
- Familiar with MS Visio, Adobe FrameMaker, DITA XML software.
- Web related skills – Exposure to HTML.

Professional Experience

Freelance Content Editor and Graphic Designer: August 2015 – Present, DNB MLM Software Solutions

www.dnbmlmsoftwaresolutions.com

At DNB MLM Software Solutions, I engage in designing and writing content for email flyers and company website.

Technical Writer: November 2011 – April 2013, Cognizant Technology Solutions, Chennai

www.cognizant.com

Worked for the project assignments as follows:

Client	Business Vertical	Project	Tools	Roles and Responsibilities
First Data Corporation	Banking and Financials	FirstVision UI Online Help (May 2012 – April 2013)	• Adobe Framemaker • MadCap Flare	• Write, edit and update online Help and user guides for context-sensitive help sets. • Single-point resource for updating any enhancements to the documents, and maintaining document history and version control.
Abbott Laboratories	Life Sciences	User Manual	• MS Word • MS Paint	• Interview SMEs for technical data and instructions to produce user manuals. • Format and edit content; ensure that the documents pass through peer and client review cycles.
Compass ESA Cognizant (an internal project)	Technology	User Manual	MS Word	Write context-sensitive online Help and user guides for Cognizant Technology Solutions' enterprise applications.
Centrica, British Gas, UK	Manufacturing and Logistics	User Manual	MS Word	• Gain hands-on experience working on the application. • Interview SMEs for technical data and instructions to design the topics, write and edit the user manual. • Format and edit content; ensure that the documents pass through peer and client review cycles.

Technical Writer: November 2010 – November 2011, Tata Consultancy Services, Chennai

www.tcs.com

Worked for the project assignments as follows:

Client	Business Vertical	Project	Tools	Roles and Responsibilities
The Nielsen Company (Formerly AC Nielsen)	Retail	Nielsen Store Observation (NSO) application (January 2011 – November 2011)	RoboHelp 8.0	• Create new templates for online Help using RoboHelp. • Write new topics and update enhancements to existing documents; maintain document version controls.
The Home Depot	Retail	Teamcenter Software, Hardware and Footwear (SHF) Product Lifecycle Management application (November 2010 –January 2011)	MS Word	• Understand and familiarize with the application concepts. • Prepare document template, write, review, edit and format the user manual using MS Word.

Additional Information

TRAINING UNDERGONE

Attended the following training sessions conducted by TCS covering the following aspects of Technical Communication and Software Development:

- Effective Technical Writing, covering the basics of language, presentation and style, conducive to clear business correspondence, report-writing, procedural-writing, and so on.
- Report and Proposal Writing, dealing with the fundamental facets of preparing effective reports and proposals.
- User Documentation Principles, outlining the user-oriented approach to technical writing, and its impact on the content, presentation, structure, and tone of user documentation and Online Help.
- Email Etiquette, covering principles of business communication and email writing.
- Effective Communication Skills, covering Questioning skills, Listening skills, Presentation skills and Telephone skills.
- Usability Assessment covering various aspects of usability.

TRAINING CONDUCTED

- Effective Technical Writing
- User Documentation Principles
- E-mail Etiquette

Web Content Editor Lead: March 2010 – November 2010, Infopedia Web Services, Chennai

Key Responsibilities:

- Developed and edited webpages for over 300 websites.
- Perform copyediting and proofreading contents written by writers; acted as project lead for content writing team.
- Guide, manage and delegate tasks to a team of content writers.
- Coordinate with content manager, search engine associates and web developers to strive to bring the website on top rankings.
- Have a good understand of SEO best practices and ability to perform strong research.

Copywriter, December 2009 – February 2010, Adsmith Advertising and Branding Consultants, Chennai

www.adsmith.in

Key Responsibilities:

- Work directly with clients to asses needs, develop concepts and write copy for print media advertisements.
- Write copy for diverse uses including online marketing, print ads, websites, and publishing.

EDUCATION

Master Degree in Journalism and Mass Communication
University of Calicut –
Calicut, Kerala, India
August 2007 to September 2009

Bachelor of Arts, Mass Communication and Journalism
University of Calicut –
Calicut, Kerala, India
June 2004 to March 2007

Personal Details

Date of Birth	25 July 1986
Nationality	Indian
Gender	Female
Marital Status	Married
Languages Known	English, Hindi, Tamil, Malayalam, Sanskrit
Mobile	+60-1111401886
Email	rishtanair@gmail.com