

P.Neethu

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Career Objective

- Get a challenging position utilizing my technical writing and leadership skills and to constantly upgrade to the latest technologies.
- Looking forward to work in a professional atmosphere that can use my capabilities to the core, where I can contribute positively to the growth of the organization.

Profile

- 4.5 years of experience in technical writing, which involved preparation of User Manuals, Online Help, Quick Reference Guides, Presentations and other Technical Documentation
- Managing project/product documentation and organisation wide documentation activities

Education

B.E - Computers	Bangalore University	2002-2006
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Certifications

- Technical Writing, SAI (In partnership with Continuing Studies, Simon Fraser University, Canada)
- Instructional Design, MaFoi Academy
- Multimedia Programming, SRM Radiant
- Web Application and Development, NIIT
- MS Office, Kashyap Radiant Systems

Skills

RoboHELP X5, MS Word, Excel, PowerPoint, Adobe FrameMaker, Photoshop, PaintShopPro, DreamWeaver, Flash, Madcap Flare, MS FrontPage, SnagIT

Standards

Exposure to quality process and procedures

Strengths

- Good communication skills
- Good team management skills
- Never-say-die attitude
- Open to learning
- Passion for people
- Hardworking

Work Experience

Hexaware Technologies Limited,

Tenure : February 2011 - Till date

Team Size : 09

Role(s) : Technical Writer

Client : Winfoware Technologies Ltd

Winfoware Technologies offers innovative, affordable and rapid ROI business solutions. I have been documenting the User's Guide, Online Help, and API documentation for their VoxForce project. VoxForce is a multi-service platform that enables communication service providers to create innovative and robust value added services resulting in increased ARPU. VoxForce is built on standard modular communication building blocks with a flexible and intuitive service creation environment for creating a wide range of applications for both carriers and enterprises

Team Size : 12

Role(s) : Technical Writer

Client : CMC Limited

CMC Limited is a leading IT solutions company and a subsidiary of Tata Consultancy Services Limited (TCS Ltd), one of the world's leading information technology consulting, services and business process outsourcing organisations. I have been documenting the User's Guide and Online Help for their project e.Kats, for the Kuwait Stock Exchange. This application helps the users to perform online trading and administrators to manage the trader workstations.

Team Size : 06

Role(s) : Technical Writer

Client : Surya Software

Documented the User's Guide for their application called Corp Treasury, which helps you to make better decisions about managing your cash-flows, treasury operations, balance sheet and pricing your funds.

Responsibilities:

- Authoring the document
- Interacting with the client for requirements and ensuring timely delivery.
- Developing the layout and template for user guides

Billing Management System - Billing and invoice creation

Team Size : 15

Role(s) : Technical Writer

Client : Alliance Capital, USA

Billing Management System (BMS) is a highly automated billing system, which takes care of entire billing process, during the life cycle of an account. The System imports account information from various Portfolio Accounting Systems and provide billing related information. BMS provides exclusive User Administration features to safeguard the application by authorizing, authenticating application usage.

Contribution

- Prepared System Manual /User Manual
- Created templates in Microsoft Word for the System Manual and user Manual
- Prepared Traceability Matrix Excel Sheet for System and User manual
- Prepared Power Point Presentations for the BMS application with custom shows.
- Created Technical and Functional Architecture diagrams in presentations with animation. Interacted with functional consultants at onsite and developed System Flow.

Dynasource Webware Limited, Tenure : August 2009 - January 2011

Team Size : 5

Role(s) : Content Writer

Client : Alliance Capital, USA

Responsibilities

- Developed marketing literature for software and services
- Liaison with clients/developed website content
- Created User Manual and Installation Manual for OASIS Client and Admin software products.
- Developed Online Help for the first release of the product using RoboHELP
- Prepared technical documentations
- Reviewing/Editing documents and web page content

Aptech Computer Education Tenure : September 2006 - July 2009

- Teaching and Administration

Awards & Publications

- Published an article in the newspaper “The Hindu” entitled The Power Of Memory - 2006
- Authored essays on various topics for a TOEFL/TWE training institution on writing skills.
- Received an award for the paper entitled “Emerging Technologies” - 2001