

RESUME

Parul Sinha

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CAREER OBJECTIVE:

To work in an organization that provides a platform to deliver best of my skills in the area of technical writing and to assimilate new technology, business process and to implement the same.

EDUCATIONAL QUALIFICATION:

- **PGDBA (IT)** ICFAI, Hyderabad in 2002
- **Graduation** {B.Sc. (Biology)}, Christ Church College, Kanpur in 1999

FREELANCING TECHNICAL WRITING EXPERIENCE: (2+ Years)

- Developed website content for SM online services organization.
- Writing various articles on general, drugs(medicine) and internal communication topics.
- Updated the articles, checked for grammatical mistakes.
- Involved in searching required information on topics and presented in PPT format.

PROFESSIONAL EXPERIENCE: (6+ Years)

1) Organization: InterGlobe Technologies

Jan 2014 to Apr 2014

Designation: Senior Technical Writer

Role & Responsibility:

- Creating online help for Emirates.
- Upgrading the documents for different phase.
- Involved in review and validation of document.

2) Organization: Wipro Technologies

Oct 2006 to Mar 2009

Designation: Executive

Role & Responsibility:

- Creating online help, Installation guide, user guide, and troubleshooting content.
- Upgrading the documents for different release.
- Restructuring the documents. Writing procedures accurately and completely, replacing old commands and examples wherever required, checking the content completeness under each heading, writing the result/output.
- Interacting with client and providing suggestions for improvement in the documents.
- Interacting with SME's and collecting the technical information, rephrasing it and updating the document.
- Involved in peer reviews and quality assurance.
- Involved in bugs fixing in the documentation. It includes content, graphic and grammar correction.

- Involved in doing analysis of bugs or errors in previous release and prepared a detail summary and distributed in team to avoid same bugs in next release.
- Involved in creating template and styles as per client requirement.
- Preparing daily status report.
- Involved in different trainings in technical writing domain.

3) Organization: NESS Technologies Inc.

Nov 2005 to Oct 2006

*Designation: Technical Writer (client: **Finaplex** - Wealth Management)*

Role & Responsibility:

- Creating end user guide, technical guide, online help and functional specification docs for the financial domain software. Our clients include Finaplex, ADP, M&T Bank, Deutsche Bank etc.
- Providing necessary inputs to improve the usability of product.
- Participating as a member of quality assurance team (executing test cases, posting bugs, creating tasks, writing enhancement feature).
- Maintaining styles and templates.
- Developing checklist for reviewing the documents.
- Preparing a crosscheck list to analyze the gap analysis.
- Developing weekly / monthly status report of the products.
- Maintaining daily updates and status of all the products.
- Reporting to onsite manager, handling onsite weekly status calls.

4) Organization: ICIT Software Solutions

May 2005 to Nov 2005

Designation: Research Associate

Role & Responsibility:

- Doing Internet based research for the articles and preparing and giving the presentations for the same.
- Handling the team of five members. Coordinating between different members of the team.
- Developing and editing content Plan and writing abstract.
- Doing the in-depth quality check of the book.
- Finalizing the content and developing a book.

5) Organization: Kenexa Technologies

Mar 2005 to May 2005

*Designation: Technical Writer (**Contract**)*

Role & Responsibility:

- Developing End User guide, online help, release note, keeping in mind the perspective of the user.
- Involved in peer reviews and quality assurance.
- Maintaining templates.
- Developing checklist for reviewing the documents.
- Developing weekly / monthly status report of the products.
- Upgrading old documents.
- Maintaining monthly release status of all the products.
- Participating as a member of News letter team.
- Crosschecking the bugs details and preparing the details.
- Participating as a member of quality assurance team.

6) Organization: Commit Group

Oct 2003-Dec 2004

(i) National Stock Exchange (NSE.IT), Mumbai -(client)

Designation: Technical Writer

Role & Responsibility:

- Developing online help and user document for the trading Software of NSE.
- Developing standard checklist for reviewing the documents.
- Maintaining daily project status.
- Maintaining daily Time Sheet.
- Developing end user guide.
- Upgrading old documents.

(ii) Roamware, Mumbai - (client)

Designation: Technical Writer

Role & Responsibility:

- Developing End User guide, Installation guide, Implementation guides, Troubleshooting guide and Support reference guide, keeping in mind the perspective of the user.
- Involved in peer reviews and quality assurance.
- Maintaining templates.
- Developing checklist for reviewing the documents.
- Developing weekly / monthly status report of the products.
- Upgrading old documents.
- Maintaining monthly release status of all the products.
- Developing the security aspect for the documents and PDFs.

7) Organization: ICIT Software Solutions

June 2002 to Oct 2003

Designation: Associate Consultant

Role & Responsibility:

- Involved in project management activity in whole set up of an engineering institute.
- Involved in developing software for student registration process. Developed a user manual for the same.
- Doing Internet based research for the articles.

PROJECTS:

SUMMER INTERNSHIP PROGRAM (4-Months)

Organization	: Xerox-Modicorp Pvt. Ltd.
Project	: Database design for customer complaint/query management process (CCQMP).
Synopsis	: The system was designed to record the details about Customers through user friendly forms. The details about the customer can be retrieved as required and can be updated at any time of handling customer queries.

MANAGEMENT RESEARCH PROJECT (4-Months)

Organization	: Walden Software Solutions Pvt. Ltd.
Project	: Implementation of strategies for the business development of software product.
Synopsis	: The objective of the project was to analyze the market, to analyze the strength & weakness of all substitute software products, the selection of prospective area and formulation of strategies for development of the business and building the relationship.

COMPUTER KNOWLEDGE:

Documentation Tools	: Robohelp, Epc Edit
Screen Capturing tool	: Snag-it, Paint shop pro
Operating System	: Ms-Dos , Unix , Windows
Office packages	: MS-Office