

**SUDHIR BHATIA**

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Summary:

Scrum Alliance CSM certified with experience of **12+ years** in total in the IT Industry that includes experience in Technical Content Writing in the IT domain, Content writing with Marketing Teams, Software Development, Operations Support, IT Enabled Services and IT Training.

Career Objective:

To get a suitable position in the IT Industry with a scope of career advancement to contribute to the progress of the organization by synergizing my hard work and learning.

Organization: Genpact India Pvt Ltd.

Designation held: Manager (IT Technical Content Writing)

Period: Oct 2021-Till date

Company Profile: Genpact is a huge IT company with a presence all across the globe. A Global professional services firm delivering business outcomes that transform industries.

Roles and Responsibilities:

- Writing, developing, editing, and publishing content for a variety of digital platforms, including websites, blogs, videos, email marketing campaigns, advertising campaigns, social media posts, infographics, whitepapers, and more.
- Collaboration with Business teams, Marketing teams, Technical teams and Project Leaders to create marketing roadmaps by providing innovative thoughts.
- Documentation for **Daily Scrum, Sprint Planning, Sprint Demo and Sprint retro meetings**.
- Communication with stakeholders to know their requirements and documenting in form of **User Stories, Functional design documents (FDD), and Business Design Documents(BDD)**.
- Preparing Feature demo presentations for stakeholders.
- **Release Notes** for every quarter mid and major release covering all technical aspects of newly launched features of **Salesforce**-based project.
- Updating cross-release documents like **Configuration guides, User guides, Feature guides** etc. for every quarter's mid and major release.
- **Release email announcement design** and content writing.
- New Feature's **Videos creation** for users and stakeholders to have a better understanding of the product.
- Creating **Code optimization documents, Feature High-level design documents(HDD), and Low-level design documents(LDD)**.
- Interacting with Developers, QA Team, Support Team, and other stakeholders to discuss the requirements, changes in GUI, and review the content.
- Creating several documents like Troubleshooting Guide and Product Technical Documentation from scratch.
- Communication with the client interface manager at on-shore to collect requirement and document it for technical feasibility analysis

- Determine the needs of end-users of technical documentation
- Study product samples and talk with product designers and developers
- Work with technical staff to make products easier to use and thus need fewer instructions

Project References:

- **Genpact's Cora APFlow** is one of the best market-leading accounts payable solutions based on **Salesforce**. It makes invoice processing touchless with dynamic workflows, automation, artificial intelligence, and machine learning.

Organization: HCL Technologies, Noida

Designation held: Technical Lead (IT Technical Content Writing)

Period: Nov 2019-Oct 2021

Company Profile: HCL TECHNOLOGIES is a Major IT company with offices all across the world, HCL TECHNOLOGIES India provides support to the entire global IT market for their IT-related needs.

Roles and Responsibilities:

- FAQs, Release Note, and Patch Deployment Guides
- User Manuals, SOPs, and Training Documents
- Implementation Guide and Design Documents
- Writing, Creating Release Note and Patch Deployment Guide for Hot-fix.

Project References:

- **Merck Sharp & Dohme** outside the United States and Canada is an American multinational pharmaceutical company and one of the largest pharmaceutical companies in the world. Merck is incorporated in New Jersey
- **Covance Inc.** is a contract research organization headquartered in Princeton, New Jersey, providing nonclinical, preclinical, clinical, and commercialization services to pharmaceutical and biotechnology industries. The company is owned by Labcorp and employs more than 50,000 people in over 60 countries.
- **Ascensia Diabetes Care** is a global company dedicated to improving the health and lives of people with diabetes.

Work Experience:

Organization: EPSILONIUM SOFTWARE INDIA (P) LTD.

Designation held: Senior Specialist (Technical writer)

Period: June 2017 – Oct 2019

Company Profile: It's an IT Company, mainly serving the UK & US companies, by providing Web Services Solutions.

Roles and Responsibilities:

- Web content, blogs, videos, email marketing campaigns, advertising campaigns, social media posts, infographics.
- Writing, Creating Release Note and Patch Deployment Guide for Hot-fix.

- Determine the needs of end-users of technical documentation
- Study product samples and talk with product designers and developers
- Work with technical staff to make products easier to use and thus need fewer instructions
- Organize and write supporting documents for products
- Standardize content across platforms and media
- Gather usability feedback from customers, designers, and manufacturers Organization

Project References:

- Arizona Private School Association
- Arizona Manufacturing Network
- Home Solutions of Arizona
- Interstate Bank Development
- Phoenix Industrial Development Authority
- Republic Bank
- Canyon Lands Insurance
- Duravest, Inc.

Organization: HCL Technologies, Noida

Designation held: Senior Specialist

Period: Sep 2016-May 2017

Company Profile: HCL TECHNOLOGIES is a Major IT company with its presence all across the globe, HCL TECHNOLOGIES India provides support to entire global IT market for their IT-related needs.

Project References:

- Project Name MTAAS for Canadian Client Rogers INC, for tools like BMC Control-M & Automic UC4.

Organization: Vodafone shared services India (Pune)

Designation held: Senior Executive

Period: Nov 2015-Sep 2016

Company Profile: VODAFONE is a Major Telecom player with its presence all across the globe, Vodafone shared services in India cater for their entire global market for their IT-related needs.

Project References:

- Vodafone's Data Centers' projects all across the globe with tools like BMC Control-M & CA Autosys.

Organization: EPSILONIUM SOFTWARE INDIA (P) LTD.

Designation held: Senior Specialist (Technical Writer/ IT Support Engineer)

Period: Oct 2012 - Nov 2015

Company Profile: It's a Software Development Company, mainly serving the UK & US companies, by providing Web Services & Technical support Solutions.

Roles and Responsibilities:

- Web content, blogs, videos, email marketing campaigns, advertising campaigns, social media posts, infographics.
- Communication with the client interface manager at on-shore to collect requirement and document it for technical feasibility analysis
- Determine the needs of end-users of technical documentation

- Study product samples and talk with product designers and developers
- Work with technical staff to make products easier to use and thus need fewer instructions
- Organize and write supporting documents for products
- Use photographs, drawings, diagrams, animation, and charts that increase users' understanding
- Select appropriate medium for message or audience, such as manuals or online videos
- Standardize content across platforms and media
- Gather usability feedback from customers, designers, and manufacturers
- Revise documents as new issues arise

Project References:

- Alro Hardwood Floors
- AudioTravelBug
- Millimeter Wave Technologies LLC.
- Symbiotic Sciences
- West Valley National Bank

Organization: PACEX-E-Systems PVT LTD (A LICENSE OF NIIT LTD).

Designation held: IT Trainer

Period: JUNE 2009 - Sep 2012

Company Profile: It is an IT Training Institution that provides Project Based Training on application development & TESTING to aspirants seeking a career in the IT industry.

Roles and Responsibilities:

IT Training workshops for Several Corporates & Engineering Institutions that include in-depth knowledge about IT skills.

Professional Tenure: 2009-till date

Educational Tenure: 10th (1998) - B.Sc. (2005)

Degree Qualification:

- Graduation (B.Sc), 2002-2005 from C.S.J.M. University Kanpur
- 10+2 from Subhash Smarak Inter College, 2000-2002, UP Board, Allahabad
- 10th from Subhash Smarak Inter College 1998-2000, UP Board, Allahabad

Personal Profile:

Name:	Sudhir Bhatia
Father's Name:	Subhash Bhatia
Gender:	Male
Permanent Address:	Flat no 1571, Block- H, Gaur Grandeur, Sec 119, Noida - 201301
Mobile Number:	08587963610, 09369484530
Languages Known:	Hindi, English & Punjabi.

Hobbies: Content reading and writing.

Declaration: I hereby declare that the above information furnished by me is authentic to the best of my knowledge.

Date:

Place:

Sudhir Bhatia