Tavleena Marwah | Burlington, Ontario | 416-659-5677 | tavleenam@gmail.com

PROFESSIONAL SUMMARY

Experienced Technical Writer with a focus on creating clear and precise user documentation. Skilled in AsciiDoc, GitHub, JIRA, and Oxygen Author for DITA, I specialize in producing user guides, release notes, and other technical documents that support software products and improve user experience.

WORK EXPERIENCE

***SS&C Technologies, Canada (November 2022 till present)* Designation: Technical Writer**

Role & Responsibility

- **User Documentation**: Develop comprehensive user manuals, installation guides, and troubleshooting documents to assist users effectively.
- **Release Notes**: Prepare detailed release notes that clearly outline new features, bug fixes, and updates.
- **AsciiDoc**: Use AsciiDoc for structured documentation that integrates well with version control systems.
- **GitHub**: Manage documentation repositories, track changes, and maintain documentation alongside software development.
- **JIRA**: Utilize JIRA for managing documentation tasks, tracking progress, and ensuring alignment with project timelines.
- **Oxygen Author for DITA**: Author and manage DITA-based content using Oxygen Author, ensuring consistency and adherence to content standards.
- **Documentation Portal Design**: Contribute to the design and structure of the documentation portal to enhance usability and information accessibility.
- **Collaboration**: Work with development teams to gather information, clarify details, and ensure accuracy in all documentation.

Focused on delivering high-quality documentation through meticulous work and collaboration. Committed to continuously improving documentation practices and contributing to successful product outcomes.

Achievements

- Successfully developed and maintained a repository of DITA-based documentation on GitHub, enhancing collaboration and version control among the documentation team.
- Utilized Visual Studio Code to implement automation scripts, reducing manual tasks and improving document conversion processes.
- Led the migration of legacy documentation from the DITA framework to AsciiDoc, resulting in enhanced content management and searchability.
- Efficiently managed documentation projects through Jira, contributing to on-time delivery and effective project tracking.

***Sagacious Advanced Research Canada, Inc (July 2019 till November 2022)* Designation: Manager – Content**

Role & Responsibility

- Create, edit, and proofread documentation: Reports, Website, Articles, Blogs, Brochures, Flyers, etc.
- Ensure correct usage of keywords, product description, images, infographics, price, etc. for each product.
- Coordinate with the Marketing & Sales teams for the promotion of various services and content.

***Sagacious Research Pvt. Ltd, Gurgaon (Jan 2014 till July 2019)* Designation: Technical/Content Writer**

Role & Responsibility
- Create, edit, and proofread documentation: Reports, Website, Articles, Blogs, Brochures, Flyers, etc.
- Re-design and develop the ongoing changes on the website, applying the marketing strategies to create a positive presence of the company in this digital world.

Technical Expertise
- **Desktop Publishing**: MS Word, MS Excel, MS Powerpoint, Adobe Captivate
- **Graphics**: Photoshop, InDesign, Corel Draw

NIIT Ltd. (January 2012 till April 2013) **Designation: Content Designer**

Role & Responsibility
- Create, edit, and proofread documentation: ILT, E-learning, PPT, and VLC using the MMCP compliant tools and using DITA minimalism.
- Re-design and develop many web-based and facilitated interactive courses, demonstrations, simulations, and learning activities utilizing rapid e-learning development tools.
- Collaborate with the subject matter experts to determine curriculum, course objectives, and content and delivery methods.
- Lead and coordinate the workflow of other team members.
- Interview candidates for recruitment into the team.

Technical Expertise
- **Desktop Publishing**: MS Word, MS Excel, MS Powerpoint, Adobe Captivate
- **Online/ E-learning**: SAP Alfresco and Xopus tool
- **Graphics**: Photoshop

Awards/Accolades
- Shortlisted among top-performers for the fast track growth program within 7-8 months of joining the company (As against the usual requirement of being two years old in the company).
- Awarded as a star performer for delivery on time for one of the global leaders in the enterprise software industry multiple times.
- Awarded as a star performer for quality delivery for one of the global leaders in the enterprise software industry multiple times.

Sajan India Software Pvt. Ltd. (March 2011 till December 2011) **Designation: Senior Technical Writer**

Role & Responsibility
- Create documentation based on functional specifications, marketing requirements, and interviews with Subject Matter Experts.
- Creating and updating Online Help, User Guides, Installation Guides, Quick Start Guides and procedures, documenting Bug fixes and analysis, proofreading and editing the documents.

Niksun India Pvt. Ltd. (Sep 2007 till March 2011) **Designation: Technical Writer**

Role & Responsibility
- Creating and updating User Guides, Installation Guides, Release Notes, Manufacturing Guidelines, Datasheets, Technical/Security Advisories, Online help, Quick Start Guides, and procedures. Documenting Bug fixes and analysis, proofreading and editing the documents, writing reports and whitepapers.

Evalueserve Pvt. Ltd. (May 2006 till August 2007) **Designation: Research Analyst**

ACADEMIC QUALIFICATION
- **Bachelor of Information Technology and Management** (Software Design)