

PRASHANT KANNAN

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Summary

- A focused and result-oriented technical writer with over 14 years of experience in software documentation and 4 years of experience in software testing
- Managed end-to-end documentation from requirement analysis, design, and development to publish and maintenance
- Developed and delivered content for SaaS, Hyperconverged Cloud Infrastructure, APIs, enterprise, networking, and banking software products
- Understanding of Scrum, Agile, and Software Development Life Cycle (SDLC)
- Excellent interpersonal and leadership skills, ability to form relationships and work successfully with geographically dispersed business and technical teams
- Mentored new joiners and provided training in tools, processes, and products
- Provided initiatives to improve the documentation quality and processes
- Supported UX and documentation team with peer reviews
- Received appreciation emails from stakeholders and leadership team
- Certified ScrumMaster

Academic Qualification and Certifications

- Bachelor of Engineering (Computers) from the University of Poona, India
- Certified ScrumMaster from Scrum Alliance
- Programming for Everybody (Getting Started with Python)
- Learn API Technical Writing 1: JSON and XML for Writers
- Learn API Technical Writing 2: REST for Writers
- International Software Testing Qualifications Board (ISTQB), Foundation Level
- Network Fundamentals 101
- Financial Markets: A Beginners' Module from NCFM (NSE's Certification in Financial Markets)

Awards and Recognitions

- Excellence (Hungry and Honest) award at Nutanix for taking up ownership of additional documentation while I was simultaneously working on multiple deliverables
- Excellence (Hungry) award at Nutanix for documenting an ad hoc complex feature and completing the documentation in a brief time
- Excellence (Honest) award at Nutanix for knowledge sharing session with hands-on product training
- Above and Beyond Awards for innovation at Hewlett Packard Enterprise.
- Appreciation award for outstanding performance at Hewlett Packard Enterprise.

Skill Set

Documentation Tools	Oxygen, Arbortext Editor, MadCap Flare, Adobe FrameMaker, Adobe RoboHelp, Adobe Acrobat, MS Word, MS Excel, PowerPoint, Google Workspace, Visio, draw.io, Postman, Swagger, HTML, and Markdown
Content/Configuration Management Tools	GitHub, GitLab, SDL Publication Manager, SharePoint, Smart SVN, and Tortoise SVN

Source Code Editors	Atom and Visual Studio Code
Image Editing Tools	HyperSnap, SnagIT, and MS Paint
Video Editing Tools	Videate, Adobe Captivate, and Camtasia
Defect-tracking Systems	Bugzilla, ClearQuest, Bug, and JIRA
Programming Languages	JavaScript (Beginner)
RDBMS	Oracle Database SQL, SQL Developer, and SQL *Plus
Operating Systems	Windows XP, Windows 7, Windows 10, Linux
Cloud Platforms	Google Cloud Platform (GCP), Microsoft Azure

Technical Experience

Technical Writer (Contract), Wells Fargo

July 2023 to date

Team Size: 20

Environment: DITA, Jira, Markdown, Confluence, MS Word

Responsibilities:

- Develop technical documentation for the various business control procedures used internally by Wells Fargo.
- Perform process analysis and design the workflows for the various internal business processes.
- Define documentation standards for control procedure documentation.
- Create API documentation for commercial banking products.
- Review UX mockup screens and provides comments.
- Attend planning meetings, standups and creating user stories for the features developed by the product team.

Technical Writer (Contract), Goldman Sachs

December 2022 to June 2023

Team Size: 20

Environment: Google Cloud, DITA, Jira, Markdown, Confluence, MS Word

Domain: Hyper Converged Cloud Infrastructure

Responsibilities:

- Developed technical documentation for financial product on Google Cloud platform
- Created gRPC API documentation using 'doc-as-code' methodology, integrating the API documentation into CI/CD pipelines for automated updates with each code change.
 - Created user documentation in Confluence.
 - Supported the team with UI/UX reviews
 - Reviewed UX strings, application mockup screens, reports engineering UI defects, and provides usability comments
 - Verified and validates the document in the test environment
 - Created Standard Operating Procedure (SOP) documents for the line of business and creates workflow diagrams for policies and procedures using Visio
 - Managed publication objects in GitLab
 - Interacted and collaborates with subject matter experts and other stakeholders
 - Documented product features using DITA principles using markdown format and Confluence
 - Tracked and resolved documentation defects

Nutanix Technologies

August 2021 to June 2022

Team Size: 16

Designation: Technical Writer

Environment: DITA, Oxygen, Oxygen Content Fusion, Azure Devops, MkDocs, Markdown documents, and Jira

Domain: Hyper Converged Cloud Infrastructure

Responsibilities:

- Developed technical documentation for Hyperconverged Cloud Infrastructure and networking products
- Worked on Azure Blob Storage and configured intelligent tiering as a part of documentation workflow
- Supported the team with peer reviews
- Mentored new joiners, provided tools support, and supported the team in hiring process
- Reviewed UX strings, application mockup screens, reported engineering UI defects, and provided usability comments
- Verified and validated the document in the test environment
- Managed publication objects in GitHub
- Interacted and collaborated with subject matter experts and other stakeholders
- Documented product features using DITA principles
- Created feature-specific videos using Videte
- Tracked and resolved documentation defects and customer feedback
- Revamped, reorganized, and validated inherited software product documentation
- Published and maintained technical documents

Oracle Corporation

February 2016 to August 2021

Team Size: 14

Designation: Senior User Assistance Developer (Technical Writer)

Environment: DITA, GitHub, SDL Publication Manager, MadCap Flare, MkDocs, Markdown documents, Confluence, JIRA, ST Project, Bug, and Oracle Review

Domain: Oracle Relational Database Management System (RDBMS)

Responsibilities:

- Developed technical documentation for Oracle PL/SQL APIs
- Developed and maintained technical documents using Markdown editor and GitHub content management system
- Documented topics using DITA principles
- Created and maintained publication objects, such as book maps, sub-maps, topics, and images in SDL Publication Manager
- Created graphic syntax workflow diagrams for SQL and PL/SQL using Visio
- Initiated peer and technical reviews
- Coordinated with other contributing writers to ensure timely closure of defects and review comments
- Tracked and resolved documentation defects and customer feedback

Hewlett Packard Enterprise

March 2013 to Jan 2016

Team Size: 18

Designation: Information Developer (Specialist)/ (Technical Writer)

Environment: DITA, Arbortext, MadCap Flare, Adobe Captivate, Adobe Acrobat Pro, and Bugzilla

Domain: Storage

Responsibilities:

- Lead writer and coordinator for the HPE 3PAR storage devices documentation team. Conducted weekly documentation team meetings to ascertain progress of the ongoing HPE 3PAR StoreServ storage devices programs

- Provided status and readiness of documentation deliverables for milestone releases to the stakeholders
- Supported team members to analyze, organize, and document the content to provide effective usability, accessibility, and a seamless user experience
- Documented concept, task, and reference topics using DITA principles
- Created feature-specific videos using Adobe Captivate

Oracle Financial Services Software Ltd.

November 2010 – February 2013

Team Size: 11

Designation: Senior Consultant (Technical Writer)

Environment: Adobe FrameMaker, MS Word, RoboHelp, FullShot, Bugzilla, and ClearCase

Domain: Banking

Responsibilities:

- Attended project kick-off meetings
- Communicated with the SMEs and gathered information
- Tracked the features and defects to a timely closure
- Sent the updated documents for peer, editorial, and technical reviews
- Resolved documentation defects

Wipro Technologies

October 2009 – August 2010

Client: Calabrio, Inc.

Team Size: 15

Designation: Technical Writer

Environment: Adobe FrameMaker, Adobe Acrobat, SnagIT, Smart SVN

Domain: Networking

Responsibilities:

- Managed end-to-end documentation from requirement analysis, design, and development to publishing and maintenance
- Developed documents, such as user guides, installation guide, configuration guide, CLI guide, and release notes for configuring and setting up small, mid-size, and enterprise business call centers using Cisco networking products
- Conducted technical reviews for each of the documentation phases—Alpha, Beta, and Final
- Resolved documentation defects
- Completed internal training on Network Fundamentals 101

Wipro Technologies**February 2007 to September 2009****Client:** State Street Corporation**Team Size:** 20**Designation:** Senior Test Engineer**Domain:** Finance and Securities**Responsibilities:**

- Created test plan and test strategy documents
- Created, reviewed, and executed the product feature test cases
- Performed black box testing of the product features
- Raised defects and tracked them to closure

MICS Private. Limited**January 2005 to January 2007****Team Size:** 18**Designation:** Test Engineer**Environment:** ERP Software**Responsibilities:**

- Created, reviewed, and executed the product feature test cases
- Performed black box testing of the product features
- Raised defects and tracked them to closure

Education:**Bachelors of Engineering (BE) in CSE from University of Poone in -1994**