

UNNIKRISHNAN K V, PMP

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PROFILE SUMMARY

A passion for designing, organizing and managing the efforts that goes into a project from start to finish - in that context, I am a project management professional (PMP), an accomplished technology writer, self-taught UX/UI designer, infinitely curious photographer and a traveler. My project management experience include working with geographically distributed teams, communications management, managing virtual teams and interacting with cross-functional stakeholders. Over the years, I have acquired quite a bit of transferable skills working on various aspects of information architecture such as content development, content quality assurance, user experience and accessibility.

SKILLS

PROJECT MANAGEMENT

DESIGN / UX / UI

TECHNICAL DOCUMENTATION

EDUCATION

PMI Certified Project Manager
Project Management Training (GWU)
Microsoft Certified Professional
Post Graduation in Computers
PG Diploma in Journalism
Bachelor of Science

2011-now Content Engineer

CISCO SYSTEMS [Learning@Cisco]

Learning@Cisco, the Cisco learning division drives technical competency by creating best-in-class career certification course and assessment products for use by Cisco's customers, partners, and employees. L@C's primary audience is the hundreds of thousands of individuals worldwide who enroll in Cisco certification courses. This audience is engaged in a learning process that leads to certification at various levels of computer networking proficiency and specialization.

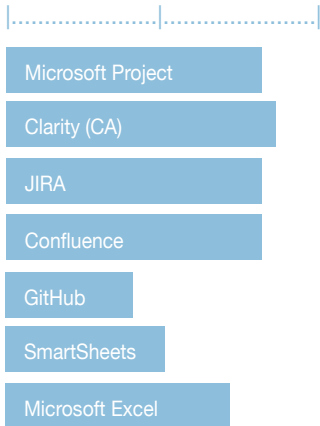
Role Summary

Project manage content conversion and localization efforts including establishing and tracking timelines, enterprise support readiness, UAT and beta testing, team meetings and maintaining internal project status communications. Manage and review of curriculum and course designs to validate learning objectives, structure, and content approach. This includes establishing and tracking project plan, cross functional coordination of SMEs, developers, vendors and other geographically distributed shared resources across time zones.

Responsibilities

- Collaborate with business stakeholders, process owners and development team to understand business objectives, requirements, constraints and timelines
- Manage the production of learning products (documentation and graphics) for print, web and ePub using Xyleme Learning Content Management System (LCMS), an XML authoring tool
- Ensure the health of the xyleme knowledge base by monitoring changes in templates, search capabilities, and lifecycle management
- Participate as part of a cross-functional team to transition content development into a knowledge management practice based on the use of intelligent content tools, practices, and methods
- Review deliverables produced during user research, usability testing, and provide critical feedback
- Conduct regular reviews to ensure project is on track, communicate with the relevant stakeholders on a timely basis
- Drive quality efforts to ensure that all final formatting and graphic output meets customer distribution requirements.
- Review curriculum and course designs to validate that the learning objectives, content sequencing, and the overall content approach are instructionally sound
- Consult content developers, project managers, and other team members as needed with instructional design through an SLA
- Work closely with extended team of developers, instructional designers and the Quality Assurance Services team to support meaningful and relevant visual learner experiences within the framework of the client's brand identity.
- Contribute to Xyleme integration and publishing strategy by testing content import and publication customizations, documenting and testing outputs
- Support legacy content conversion efforts by training vendor resources and reviewing the converted courses.
- Participate in quality improvement programs aimed at improving operational efficiency and customer satisfaction. Document best practices, optimize current practices
- Participate in UAT, UX improvement initiatives, ePub reader (QLM), Mobile content testing etc
- Use intelligent content to reduce time to market and costs of developing learning products
- Work with cross-functional teams and vendors to define appropriate actions to ensure brand & legal compliance is followed without exception.

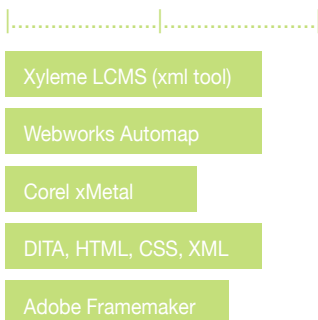
PROJECT MANAGEMENT



DESIGN / UX / UI



TECHNICAL DOCUMENTATION



2007-2011 Technical Writer

CISCO SYSTEMS [DCNM Engineering Team]

Data Center Network Manager (DCNM) Product Development Team has the strength of innovators and problem solvers from several divisions such as engineering, marketing, process development and cross-functional teams. Cisco DCNM is designed to help customers implement, visualize, and manage Cisco Unified Fabric.

Role Summary

Create and track schedules; write release plans, exit criteria; and work across teams and disciplines, stakeholders (writers, editors, product managers, release managers) to communicate requirements and identify risks to the on-time delivery. Responsible for bug tracking/management; and driving requirements into authoring and other platform publishing tools. Conduct analysis and user research to identify opportunities for improvement across product documentation and online help content.

Responsibilities

- Create project plans, maintain schedules for specific projects, and communicate documentation status to documentation manager
- Participate in DCNM and MDS product team meetings representing the team
- Drive regular team meetings and CDC scrub meetings post FCS
- Track new and existing features of Fabric Manager / DCNM-SAN for every release
- Coordinate with the designated editor to track editing schedule of the writers
- Collaborate with SMEs on content development for new product documentation
- Involve in scheduling (commits), take informed decisions to improve end user experience, interact with engineering support team to complete technical reviews
- Participate in legacy document conversions into XML using various tools
- Report usability issues (bugs) of the product
- Edit documentation for completeness, style, and accuracy
- Compile and test online help
- Author Installation Guides, Configuration Guides, API Guides, Release Notes

2004-2007 Technical Writer / Designer

XEROX Inc

Affiliated Computer Services, Inc. (now a Xerox company) provides business process outsourcing (BPO) and information technology (IT) services in the United States. ACS was founded in 1971 and is based in Dallas, Texas. In India, ACS has offices in Bangalore, Chennai, Kochi and Noida. ACS has been acquired by Xerox Corporation in 2009.

Role Summary

Author installation guides, user guides, provide graphics support for various software development teams in terms of UX/UI designs, research etc. Contribute towards intranet publications, newsletters in terms of graphic and editorial support. Participate and contribute in revamping corporate intranet.

Responsibilities

- Content Development & UI/UX Support
- Edit and publish the internal newsletter; Author installation guides, user guides; review and update existing documentation to ensure completeness and accuracy
- Provide graphics and illustration support to development team; lead the corporate intranet revamping effort
- Define user interaction and user interface for the S-I-R, a web-based application for automating image to text conversion, storage and retrieval.
- Research users and redesign the application to enhance user experience
- Perform user interviews, contextual observations, task analysis etc
- Create style guides, scenarios, wireframes, prototypes, and visual mockups
- Served as a lead for a group of three writers
- Coordinate with quality management team for implementing CMM Level-5 processes,
- Evaluate and evangelize relevant open source tools
- Responsible for execution/publication of intranet content using internal CMS systems

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I worked with UK on a number of projects at Cisco in both documentation and project management. He is an enthusiastic team member who is always willing to lend a hand to a project. Though we worked on opposite sides of the globe, he frequently made himself available on US time to host meetings, drive UAT testing, and fill in wherever and whenever we needed his help.

Sandra McCann,
Content Architect, Cisco Systems.

I had the pleasure of working with Unnikrishnan (UK) for almost 2 years. UK was our point of contact at Cisco regarding converted courses (initial training, production process, and delivery). He was always on top of things and made himself available whenever we needed his help. UK always made sure all deliveries are accounted for and are in top shape. I'm sure UK will succeed in any future tasks he will face.

Naveh Greenberg, Director, Defense Development at DCL, United States.

During the year that I lived in Bangalore and helped manage the ACS India Development Center (2005-2006), I had the pleasure to work with Unnikrishnan (UK). UK was one of those guys who gets into everything and drives it to closure. He was instrumental in revamping the corporate intranet, wrote articles for and edited our internal newsletter. He helped us drive several deliverables that ultimately facilitated a CMMi Level 5 appraisal. Leading a team of three writers, he provided documentation and graphics support to many diverse software development projects. His work was excellent, his attitude superb..

R. Scott Nebeker, Transition Director Infosys (North America).

Unnikrishnan proved to be a solid, dependable writer on the documentation team for Cisco Data Center Network Manager, a complicated application requiring solid knowledge of data center Ethernet networking. As the doc team lead, I could rely on Unnikrishnan to produce accurate, complete, well written content on-time, every time. While we worked on opposite sides of the globe from each other, Unnikrishnan showed professionalism in every communication in timely email responses and flexibility for scheduling the occasional team teleconference.

Mark Wilgus, Senior Program Manager, Cisco Systems

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2002-2004 Technical Writer

MICROSOFT

Microsoft had outsourced a part of KB development to Vergil in the early 2000. Vergil had offices in Chennai and the United States.. American Cyber Systems has taken over Vergil Technologies in 2005.

Role Summary

Author, edit, review microsoft KB articles. Microsoft Knowledge Base is a repository of technical articles that contains information on many user encountered issues of Microsoft products. Each article is the result of extensive research, problem reproduction on a virtual setup, user interaction, validating the troubleshooting steps, technical and editorial vetting.

Responsibilities

- Author various types of Microsoft Knowledgebase articles such as How To, Information, Problem, Bug, Hotfix and Critical Problem Resolution (CPR) articles
- Review Knowledge Base article solutions for Microsoft customers and partners
- Drive QA efforts to make sure using of appropriate templates, suitable title, abstract, keywords, intended audience, inclusion of relevant boilerplates to maintain consistency for every article published on the web
- Mentor new writers as they come onboard
- Coordinate with the clients to acquire required information

2000-2002 Designer - Technical Writer

EONOUR TECHNOLOGIES PVT LTD

Eonour Technologies is a leading software solution hub stationed in the south Indian city of Chennai. Eonour is an end-to-end software solutions provider offering cutting-edge solutions in Enterprise Application Integration (EAI) and Supply chain management (SCM).

Role Summary

Redesign the corporate website. Design layouts, traditional marketing materials, UI/wireframe mockups, presentation strategy & design, junior designer mentoring. Prepare datasheets, write-ups and marketing collaterals. Create user manuals for our various products like Fleet Management System, CRM and e-business solutions. Write and edit web site content.

Responsibilities

- Design and create content for Marketing Collaterals, Product Datasheets, White papers, Press releases
- Design, organize and publish quarterly company newsletter
- Create, update and maintain employee directory
- Draft, review User Guides
- Website redesign efforts
- Assist art director on multiple design requirements
- Create and develop logotype, iconic, and corporate identity assets
- Collaborate with marketing and communications teams on standardization, design and production of marketing materials

1999-2000 Training Coordinator

NIIT LTD

NIIT, the global IT Learning Solutions Corporation, is known for its pioneering work in the field of IT education and training. NIIT's strong research orientation has helped them continuously innovate in the areas of instructional design methodologies and curricula development.

Responsibilities

- Coordinate delivery of IT education to NIIT students.
- Schedule trainers, classes and infrastructure as per the requirements
- Ensure timely delivery of courseware as per the requirements
- Ensure proper inventory management of courseware
- Leveraging external and internal network to create resource pool
- Part of learning and development team that develops NIIT curriculum and online exams