

Technical Writer

Md Amir Sohail Ansari

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Professional Snapshot

- More than 4 years of experience in technical writing.
 - Good understanding of Software Development Life Cycle (**SDLC**) and Document Development Life Cycle (**DDL**C).
 - Proficiency in US English language, **MSTP**, and Chicago Manual of Style guide.
 - Comfortable in documenting Command Line Interface (**CLI**), Application Programming Interface (**API**), and Graphical User Interface (**GUI**) Products.
 - Comfortable with Darwin Information Typing Architecture (**DITA**) concepts such as topic-based authoring, reuse, single sourcing Authoring.
 - Experience working with Content Management System (**CMS**) and **GitHub**.
 - Experience in structured authoring tools such as **Oxygen XML editor**, FrameMaker, and Documents360.
 - Experience working in **Agile** environment. Hands-on experience with Jira.
 - Exposure to SaaS/Cloud-based business applications.
 - Basic understanding of markup languages such as HTML, XML, and Markdown.
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Experience

Currently working at Collins

Duration: June 2019 till date

Designation: Technical writer

Domain / Project: Airport Management System (passenger processing and facilitation, airport operations, and baggage management)

Authoring tools: Oxygen XML editor, FrameMaker, and Arbortext epic editor.

Deliverables:

- User guide, Release notes, API guide, Troubleshooting guide.

Responsibilities:

- Creating or updating documents for the new features.
- Collaborate closely with developers, testers, and product managers to produce comprehensive technical documentation, ensuring alignment with content strategy and user-focused approach.
- Developed and maintained a knowledge base from scratch, comprising how-to articles for end-users, facilitating efficient problem-solving and user engagement.
- Trained and mentored newly joined technical writers, providing guidance on writing processes, ensuring consistency in documentation standards, and fostering a collaborative team environment.

Skills and Achievements

1. Technical Tools:

- Oxygen XML Editor
- Adobe FrameMaker
- Abortext Epic Editor
- Documents360
- Snagit
- Jira
- Microsoft office 365

2. Communication:

- Excellent written and oral communication skills

3. Problem-Solving:

- Strong problem-solving abilities

4. Management:

- Strong stakeholder and project management skills

Languages

English, Hindi, Kannada, Bengali, Urdu.

Read / Write - English, Hindi, Urdu.

Education

B.E / B.Tech | SCT Institute of technology

Year of Graduation: 2018

Higher Secondary (12th STD) | Shaheen PU College

Year of Graduation: 2014

Madhyamik (10th STD) | AL-Ameen Residential School

Year of Graduation: 2012