



TEK0929 (PTC - SLM Arbortext - 10 yrs)

 BTech

Highlights

- A **Technical documentation specialist** with experience in the Service industry, mainly in software, aerospace, Automobile, and heavy **engineering**.
- **Certified**(by **ATL – L&T**) in **Project management** and **Operation Management– Expert in Agile & Scrum**
- Expertise with DITA |OXYGEN |Editing Transformation Scenario|Editing CSS|SIASOFT| ST4 |XML|ARBORTEXT| SGML| Frame Maker|Robohelp|Adobe| PTC Windchill|SDLC| DDLC.
- Undergone **CMS (Arbortext, DITA & Windchill) training at Vestas, Aarhus, Denmark (10th Nov – 22nd Nov-18)**
- Maintenance of a website in SilverStripe CMS (Product articles/blogs/use-cases/release notes), editing/creating a page based on the user requirement.
- **International experience** of 1 year as a **Project Coordinator** at the client location,**Rolls Royce, Derby, UK.**
- Strong interpersonal relationship-building skills with problem-solving, analytical, and organizational abilities.
- **Merit holder and scholarship** during all four years of engineering at VIT, Vellore, TN.

Skills

Primary Skills

- Arbortext Customization
- SLM Customization
- Arbortext Functional
- SLM Functional
- Arbortext Writer

Secondary Skills

- Arbortext Customization
- SLM Customization
- Arbortext Functional
- SLM Functional
- Arbortext Writer

Other Skills

- XML/SGML/Arbortext/OXYGEN, MSVISIO, DITA and DITA management, Windchill (PTC 10.2), Component content management system (CCMS), SharePoint, PS2000, MS Office, [RoboHelp](#), creo-illustrate, Adobe Photoshop, Frame maker, Repair scheme, Manual Writing, Tech illustrator, People management, project management, Stakeholder and Vendor management, PDF Editor, EDC (Engine Data Centre), GD&T, Solid Works, AUTOCAD (BASIC), Unigraphics (Basic),
- **Programming Languages** :Basic C, C++, Visual Basic, IT Skills
- **Certification:** Project management, Operation management, and Onsite coordination by Rolls Royce

Projects

IBM Projects (33 months)

Designation : Team Lead – Technical Documentation (Software)

Responsibility (Technical writer)

- Ownership of Documentation (IBM Knowledge Center) for IBM products: [IBM Control Desk \(ICD\)](#) and [Tivoli Application Dependency Discovery Manager \(TADDM\)](#).
- Maintaining and updating IBM WIKI pages with the project details.
- Maintenance of a website in SilverStripe CMS (Product articles/blogs/use-cases/release notes), editing/creating a page based on the user requirement.
- Use of DITA with OXYGEN-based CMS (CMS: **IBM DCS**), Corel Draw, Camtasia, and SnagIT for creating and updating the documentation.
- Expert in using OXYGEN transformation scenarios, editing CSS for the required web publication. Can produce content from scratch using OXYGEN, edit CSS and produce required Knowledge Center/Documentation.
- Use of reusability concept (**single sourcing**) in the DITA environment and write step (minimalist) instructions based on the requirement. Expert in topic-based writing into Concept, task, and reference DITA. Writing structured and unstructured documentation based on the project requirement.
- Preparing User guides, Sensors guides, developing application Integration guides, Deployment guides, Release Notes, ReadMe documentation, Navigation guides (GUI), Installation guides, Setup guides, Online help, Troubleshooting guides, API Guides (REST), Training Videos, etc.
- Working in an agile team to deliver product releases. Collaboration with the developers, testing team, System Architects, and other stakeholders to understand the development and updates of the new features. Creating and updating the Documentations in a sprint-wise along with the features updates.
- Discussion and coordination with several stakeholders and the IBM team to get approval of the documentations.
- Preparing training videos with voice for the new features for each release.
- Supporting sales and business teams while creating RFI, preparing proposals, etc.
- Reviving and editing the team member's work, ensuring that the work (release) is delivered in time with quality.
- Maintain and update Share point client workspace to keep the latest version of the document and other client-specific information.
- Allocating work to the team member, mentoring, and training new team members.

EPS- Technical Publication (10 months)

Global Logic Technologies Limited, Gurgaon

Customer : Ericsson

Designation : Consultant, Technical Writer (Software)

- Working at the Onsite (Ericsson) location and coordinating with several onsite stakeholders daily.
- Preparing User guides, Navigation guides (GUI), Installation guides, Setup guides, Online help, Troubleshooting guides, API Guides (REST), Training Videos, etc. Creation of online helpsets and releases.
- Use of ST4 (Arbortext), MS Visio, DITA with OXYGEN based CMS (IXIASOFT CMS), SDIF file creation (Build), and upload to Eridoc (Database).
- Working in an Agile team to deliver Main release (MR), Intermediate Release (IR), and Intermediate correction Packages (ICP). Work on the given TR (Trouble request) and updates several EM (Ericsson Mediation) manuals.
- Work on the BUC, EPICS, BSUC, USER Stories, ET/EP in an agile work environment (team) consists of PO, SCM, Designer, FNT, and Technical writers.
- Coordination with the Chief Architects (CA), System Architects (SAT), and Design Architects to deliver a Drop/Sprint (3 weekly basis) for any release.
- Work on the Tagtool (Arbortext) to deliver a specific document called Product customization (PC documents), and REST API documents from scratch.
- Discussion with several stakeholders to get the approval of the PC and REST API document.
- Review and update several guides like Fault Management, Configuration Management, Accounting Management, Performance management, Alarm management, System administrative guide, Business logic management guides, and Activity/Configuration/Resource/Java/Online, etc.

EPS- Technical Publication. (43 months)

L&T Technology Services, Navi Mumbai

Customer : Vestas, Denmark

Responsibility (Technical writer)

- Creation/Documentation and content writing based on the customer requirement. Expert in using DITA, Windchill, Arbortext, CCMS, Frame maker (Structured and unstructured), and Robohelp.
- Discussion with several engineering departments, technicians, and SMEs to gather the input for the products and write appropriate content in the required standard.
- Expert in writing in Content management environment (CMS). Authoring the document to the XML format. Creation of DITA, uploading the DITA to the Windchill (Content management system), and DITA management (Dynamic content) in Windchill and SharePoint Administration.
- Developing, Edit, standardize, validate or revise material that includes new templates or style sheet creation, training material, navigation sheet, courses, guide, reports, etc. Use of the XML and Windchill (PTC 11) based on the project requirement.
- Use of reusability concept (**single sourcing**) in the DITA environment and write step (minimalist) instructions as per the requirement. Expert in topic-based writing into Concept, task, and reference DITA.
- Responsible to create CMS (Content management system) guide that includes the content from how to set up the computer for the use of Arbortext editor, DITA, and Windchill.
- Responsible to ensure all resources are appropriately loaded via allocating and prioritizing work through the Windchill platform (Worked as Admin, Resource allocator, Map editor, technical writer role).
- Acting as the peer reviewer (team lead) for all the deliverables prior to the client delivery. Proofreading, consistency check, validation of technical content, etc.
- Creating GUI, installation manual, update manuals, online help, and validate the content to the correct requirement.
- Experience with structured and unstructured documentation.
- Referring to the various Vestas tools such as VMS (Tools), techdoc, DMS, VestasTerm, ECR to validate the technical content in the manuals.
- Coordinated with the Vestas stakeholder and other teams to get the technical manual approved and validated.
- Addressing the customer request on process improvement, knowledge sharing, technical queries, etc
- Ensure the right balance between delivery, quality, and cost using proactive planning, monitoring, and corrective actions.

Global Repair Services. (48 months)

QuEST Global, Bangalore

Customer : Rolls Royce, Derby, UK

Department : Global Repair Services.

Responsibility and Experience:

- Worked at **the customer location** as an **ONSITE COORDINATOR** at **Rolls Royce, Derby, UK (17 March 14 to 24 Jan 2015)**.
- Carry out maintainability evaluations of service incidents (TVs) reported through customers and customers of customers.
- Working on the AMM/CMM/EM/CIR and spare parts validation (EIPC).
- Authoring the technical manuals to resolve the customer-reported queries through repair/service/maintenance manuals, telephone, and emails.
- Study the detailed and assembly drawings, inputs, and related photographs of the components based on customer input.

- Create the manuals to address the customer queries (TVs) through 1-off repair TVs, service TVs, RMR, Repair schemes (manuals) for Trent 500, 700, 800, 900 1000 and RB211 524, 535, and 22B Series Engine marks and incorporation of Repair scheme into EM through PS2000 Server.
- Trained in S1000D standards, documentation, repair scheme, SGML/XML, ADOBE ACROBAT, and simplified technical English requirements.
- Analyzing possible repair in Design, Stress, Process, and Material point of view to address the Technical Variance through repair solutions like Metal spray, welding, Nikal, and Chromium Plating, Surface Protection, Liner replacement, Braze Repair, attrition lining replacement, etc.
- **Responsibilities as project coordinator at Customer location:**
 - Interaction with various specialists and departments within RR (Stress, F&V, Process, chemical, NDT, material, Design) during the approval of Repair Schemes (technical manuals).
 - Close coordination with RR Customer SAESL, TAESL, HAESL, N3, AIRBUS to resolve the related Technical queries (TVs).
 - Coordination with other RR vendors ASSYSTEM, TDS, LIONBRIDGE Engineers to get the TV-related work done like Design Alteration Request (DAR) update, PS2000 update, SBs, etc.
 - Responsible for sharing the customer concerns with the offshore management and resolve the concerns and queries.
 - Responsible for resolving the technical queries raised by the offshore engineers after consulting with the department within RR (Stress, F&V, Process, chemical, NDT, material, Design).

Technical Publication Professional (Software) - IT Industry (6 months)

Responsibility (Technical writer):

- Use of DITA with OXYGEN XML-based CMS, Corel Draw, Camtasia, and SnagIT for creating and updating the documentation.
- Testing the product for various functionalities before documentation. Using several tools for documentation such as **Visual Studio, Markdown, GitLab, Confluence** etc. for the documentation.
- Working with UI/UX, DevOPS engineers, Developer, Testing team, SME and several other stakeholder for the input gathering.
- Working with DevOPS team, creating documentation from scratch for concept like: **Master CI/CD** (Change Form, Change Drop, and deployment), **Request Center, Automation Execution Engine** (Ansible Tower), **Application Configuration Management** (Parameter Management), **Drift Management, Bounce Management, Vulnerability and Patch Management, Asset Management** (Server, Environment, Product, Application, Database, Installation, Load balancer), **kubernetes, Docker, Kafka, uTask**, etc.
- Creating User Guide, Installation Guide, Release notes, Integration guides, Training Videos, etc. Helping the UI/UX team on the UI content.
- Working in an agile team to deliver the product releases. Creating and updating the Documentations in a sprint-wise (2 week) along with the features updates.
- Reviving and editing the team member's work (Product owner), ensuring that the work (release) is delivered in time with quality.
- Maintain and update Share point + JIRA tasks based on the US (User Story) allocated.
- Daily learning new technologies on DevOPS like Master CI/CD, Implementation/Delivery (Kafka, Utask, Swagger, Postman), Automation (Ansible), kubernetes, Micro services, Docker, Kafka, uTask, etc.

Awards

Certification: Project management, Operation management, and Onsite coordination by Rolls Royce