Shalini S Technical Writer

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To whomsoever, it may concern

I wish to apply for the role of freelance Technical Content Writer. Please find enclosed my CV for your consideration.

As you can see from my enclosed CV, I have over five years of experience as a Technical Writer, as well as experience in handling Technical issues for Consumer products like Printers and Scanners. In my previous role as a Sr. Technical Writer, I have worked in various domains such as Banking, Healthcare / Pharmacy, Media & Communication, and Public Sector in creating Online Help, User Manuals, Admin guides, and Installation guides and demos. I was also leading one of the Unisys projects.   
  
At the mid of 2008, got married and took some time out to be with my family. However, both kids have now started school full-time, and I am ready and determined to resume my career and take up a new challenge.

During my professional break, I have done my best to refresh my skills and keep up-to-date with the latest industry developments and writing standards. For example, I have created several manuals for a company called SMS Solutions Pvt Ltd, which deals with Personal Mobility Equipment such as Wheelchairs and Hospital beds, have created Privacy Policy and Instruction Manual for SAM Tours & Travels. I have spent time on a great amount of independent study, allowing me to expand my knowledge of the subject beyond my previous experience.

I have also made a great amount of independent study, in particular pursuing my **PG Diploma in Instructional Designing**, allowing me to expand my knowledge of the subject beyond my previous work experience.

Throughout my experience, I have developed a wealth of transferable skills, including exceptional organization, time management, planning, multi-tasking and interpersonal skills. I utilize my communicative abilities to build, develop and maintain beneficial relationships at all levels and my leadership capabilities to motivate individuals to achieve their own potential and to make a significant contribution to the full delivery of common goals.

Following a return to the job market after a career break to raise my family, I am now looking to secure a challenging and rewarding role and I believe that these skills, together with my knowledge and expertise, would make me an asset within your organization.

I’d love to bring my experience to your company for our mutual benefit. I look forward to your call at your earliest convenience. Thank you for your time and consideration.

Yours Sincerely,

Shalini S

Summary

Well-experienced and skilled Technical writer; I have honed my writing abilities for more than 8 years both in corporate work and freelance. Armed with a Bachelor Degree in Computer Science and a PG Diploma in Instructional Designing, I hone to be an ambitious technical writer with exceptional leadership skills to effectively resolve problems in a deadline-driven environment.

Professional Strengths

* Working as a freelance Content / Technical writer for **MyStylecommunications Pvt Ltd**
* Have written an article on Gender Diversity for one of the newsletters. The link to the article is <http://www.avtariwin.com/asset/wintentional_you/nov2017/shalini.htm>
* Have written a marketing article for the TOPO – well defined Digital Addressing System. The link to the article is <https://www.amplemagazine.com/topo-best-guide-app-finding-location/>
* Possess three years of experience as **Sr. Technical Writer** in **Keane India Pvt Ltd** and was also leading one of the Unisys projects
* Experience in editing, reviewing, and formatting various technical documents
* Experience in creating quick reference guides and training materials for HP printers and scanning products
* Experience in creating online help for healthcare, communication and telecommunication domain
* Experience in creating product presentations using MS PowerPoint
* Successful in completing projects and independently identifying risks and resolving without escalating
* Easily adapt to new areas/technology and quick to gain insight on Documentation process, specific to project standards
* Ability to write generate content in a clear and precise manner
* Extensive knowledge of Google keyword research tools
* Target oriented and ability to perform tasks within limited period of time
* Possess excellent organizational and management skills
* Excellent knowledge of grammar and use of punctuation marks
* In-depth knowledge of online research with excellent analytical skills
* Ability to write in a variety of styles and formats for multiple audiences
* Willing to learn new technologies and update on new software

Educational Qualification

| **Graduation** | Bachelors in Science (Computer Science) |
| --- | --- |
| **College / University** | Sri Bhagwan Mahaveer Jain College, Bangalore University |

Currently pursuing **Diploma in Instructional Designing** from **Symbiosis** University

Technical Skills

| **Doc Tools** | MS Office Suite, Adobe Acrobat, Adobe Framemaker |
| --- | --- |
| **Graphic Tools** | Jasc paintshop pro, Adobe Photoshop |
| **Help Authoring Tools** | RoboHelp |
| **Screen Capture Tools** | Adobe Captivate |
| **Configuration Management** | VSS |
| **Process Tools** | IBM Rational Method Composer (RMC) |
| **Operating System** | DOS, Win 95/98/XP |
| **Knowledge** | C, C++, Java |

Professional Experience

**MyStyleCommunications**

**Role Description**

* Involved in drafting articles and website contents for various clients – both technical and non-technical
* Created the website content for the company **Acuner** which deals with the Programmable Timer Switch ([www.acuner.in](http://www.acuner.in))
* Created the website content for the company **Autonomation** and received client appreciation for the work done
* Created the website content for the company **Vetteel Techsys** (<http://vetteel.net>)
* Involved in editing and formatting SAP guides / templates for MDG Asset Accounting product

**See Bee Technologies**

**Role Description**

* Actively involved in developing and creating Email templates and presentations for the Salesforce Automation Application for FMCG and Agricultural products
* Involved in pre-sales marketing of the automation application through LinkedIn
* Create Product Brochures using Photoshop and MS Word
* Manage client reports using XLS

**Keane India Pvt Ltd (Formerly known as Caritor India Pvt Ltd)**

**Role Description**

* Actively involved in developing online help, training materials, user manuals, system admin guides and so on
* Considerable expertise in receiving the documentation artifacts such as online help, training guides, user guides and admin guides
* Involved in creating demonstrations using Adobe Captivate Software
* Developed creative product presentations as per customer requirements
* Actively involved in standardizing the reviewing the project SOW documents

**Projects Handled**

| **Unisys – UFSS (Banking Domain)** | |
| --- | --- |
| **Tools Used** | IBM Rational Method Composer (RMC) |
| **Role Description** | * Migrating existing Asset Management website by uploading the updated and new Asset management documents |
| **Unisys – AMS (Media & Communication Domain)** | |
| **Tools Used** | MS Word |
| **Role Description** | * Maintained Land Transport New Zealand (LTNZ) strategy and procedure documents * Created reports for Ministry of Agriculture and Forestry department NZ |
| **McKesson, MPS – RA Apollo (Healthcare Domain)** | |
| **Tools Used** | MS Word, RoboHelp and Adobe Captivate |
| **Role Description** | * Creating Online help, User guides, Training materials, and admin guides * Created demos for various modules of the project |
| **Meteor Mobile Communications (Media & Communication Domain)** | |
| **Tools Used** | MS Word |
| **Role Description** | * Updated and reviewed the hardcopy documents (User manual, Release Notes, Java developer guide, and System admin guide) |

**Surabhi Technologies**

**Role Description**

* Developed and reviewed user annuals for products of communication domain

**Hewlett Packard**

**Role Description**

* Acted as SPOC for printers and scanners technical issues and handled escalations effectively
* Maintained knowledge base documents for printers and scanners (Consumer Products)

**Convergys India**

**Role Description**

* Worked as a Technical Support Executive for Windows XP OS and handled the escalations effectively

Track Record

Attended a seminar on Epic Editor Tool and Content Management systems as a part of the Technical Writers Meetup conducted at **Sun Microsystems**, Bangalore

Achievements

* Promoted as Sr. Technical Communicator within eight months of employment with Keane India Pvt Ltd
* Received client appreciation for having learnt the new IBM RMC tool independently without the initial training and implementing the same in completing the project activity successfully
* Nominated for the Technical Leadership Development Program (TLDP)
* Received certificate of appreciation (Blue Certificate) for the excellent contribution as a member of the Documentation Team

Personal Information

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| --- | --- |
| **Hobbies** | Reading, Music and Traveling |
| **Languages Known** | English, Hindi, Telugu and Kannada |
| **Passport Number** | P6573065 |
| **Date of Birth** | 05/03/1982 |

References

This is to certify that the above mentioned details are true to the best of my knowledge.