

CURRICULUM – VITAE

SHAHANSHAH ALAM KHAN

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OBJECTIVE

To pursue a challenging, dynamic, responsible and motivating career that provides work with opportunities in the field of technical writing. To secure a challenging position in the industry with hard work and dedication and to constantly upgrade the knowledge base I have acquired so far.

SKILLS

- 7.5 years of experience as a Technical Writer.
 - Sound knowledge of technical writing activities like writing, editing, reviewing, publishing, and managing documentation activities.
 - Experienced in Technical Publications standards – DITA, MSTP, ATA100, I Spec 2200, S1000D and Simplified Technical English (STE100).
 - Sound Knowledge of DDLC and SDLC (Waterfall and Agile methodologies).
 - Proficient in documenting complex and large documents like User Guides, Installation Guides, Service Bulletins, Directives, Engineering Orders, Modification Summary, Online Help, and Release Notes.
 - Experience in XML and DITA based writing.
 - Sound knowledge in API documentation, UI/UX review and Web Application documentation.
 - Working Knowledge of Agile methodology.
 - Major experience on creation and revision of Manufacture's Maintenance Data/ Technical data.
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TOOLS

- **Authoring Tools:** MS Word, Arbortext Editor, FrameMaker, MadCap Flare, Snagit, Adobe Captivate, Camtasia, and RoboHelp.
 - **Authoring Standard:** DITA, MSTP and STE-100
 - **Manual Information:** Software User Guide, Release Note, Maintenance Manual, FAQ
 - **CCMS:** IETM, CSDB
 - **Project Management Tool:** WMT, JIRA
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EDUCATION

- Bachelor of Science (B.Sc.), Year: 2015 | University: Singhania University
 - AME (Mechanical) Year: 2009 | University: Bharat Institute of Aeronautics
 - Senior Secondary Education, Year: 2005 | Board: Uttar Pradesh Board
 - Higher Secondary Education, Year: 2003 | Board: Uttar Pradesh Board.
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WORK EXPERIENCE:

1. Infotech-HAL Pvt. Ltd.

Tech Lead

8th Aug 2019 to 21st Mar 2020

- Involved in core projects for writing and editing the User Guide, Installation Guide, Release Note.
 - Collaborating with subject matter experts across multiple departments to ensure delivery of quality and technical accuracy of documentation in a deadline-driven environment.
 - Updating the reporting manager about the progress by sending the status report on a regular basis.
 - Reviewing all documentation for accuracy and consistency and recommend revisions in scope, format and content.
 - Working closely with product development teams.
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2. Lionbridge Technologies Pvt. Ltd, Chennai

Lead Technical Writer

06th Jan 2016 to 7th Aug 2019

- Creation/revision and Lead review of Product Manual.
 - Impact Analysis on Service Request and Incidents.
 - Query clarification in JIRA for trainee technical authors.
 - Meet or exceed the quality standard for the developed product information.
 - Perform RCA (root cause analysis) on less quality work.
 - Query clarifications with Subject Matter Experts or onsite coordinator.
 - Provide ongoing status to team lead on maintenance data development.
 - Interface with customers about maintenance data requirement.
 - Mentor new technical writer to make them self-capable.
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3. Company: Capgemini India Pvt. Ltd., Bangalore.

Technical Writer

06th Mar 2013 to 04th Jan 2016

- Created/revised and lead review of User Guide, Installation Guide, Maintenance Guide and Structural Repair Guide.
 - Written documents using PTC Arbortext editor in XML.
 - Document creation approach was Agile Method.
 - Impact Analysis to define the scope of document(s).
 - Discussion with onsite co-ordinates and query resolving.
 - Client interactions and decision-making.
 - Imparted training for the new joiners tagged under me.
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PERSONAL DETAILS:

Father's Name	:	Mohd. Afaq Khan
Gender	:	Male
Marital Status	:	Married
Nationality	:	Indian
Passport	:	Yes (J0145781)
Date of Birth	:	05 th May 1988
Language Known	:	English, Hindi and Urdu
Permanent Address	:	House No. E466, Sector I, behind petrol pump, Near Pakri Pul, Ashiyana, Lucknow-226012, Uttar Pradesh.

DECLARATION:

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

Place: Bangalore

Shahanshah Alam Khan