Technical Writer – G Vanitha

Experience Summary

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| * An enthusiastic writer with 2.6 years of experience.
* Experience of writing and updating User guides, Installation guides, and Troubleshooting guides.
* Experience of creating technical videos.
* Good understanding of various style guides including Microsoft Manual of Style for Technical Publications (MSTP).
* Knowledge of DITA and Agile methodology.
* Ability and desire to learn about new products and technology.
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| Project Details**Client:** Verizon**Project:** Video Documentation on LTE Home Internet**Role & Responsibility:*** Analyze the features assigned.
* Gather feature information and discuss with SME.
* Create a story board.
* Send the story board to SME for review.
* Receive approval for the story board.
* Create frames for video and set animations.
* Create voice-over script.
* Synchronize voice-over script with video.
* Send video for SME review.
* Incorporate comments from SME.
* Send the final video for SME approval.
* Adhere to agile process for the whole video documentation process.
* Able to multitask and attend to customer requests or changes instantly.

**Deliverables:** MP4 Videos.**Tools Used:** Adobe Captivate, Microsoft PowerPoint, and Microsoft Word. |
| **Client:** Verizon**Project:** Documentation of Source Lead Software**Role & Responsibility:*** Interacted with SMEs and gathered the information required for documentation.
* Involved in creating templates for Installation Guide, User Manual and Troubleshooting Manual.
* Participated in peer review of manuals and ensured that the standards were followed as per the style guide throughout the document.
* Analyzed product samples and had discussions with product designers and developers.
* Used photographs, drawings, animation, and charts that increase users’ understanding.
* Gathered usability feedback from customers, designers, and manufacturers
* Worked with internal teams to obtain an in-depth understanding of the product and the documentation requirements.

**Deliverables:** User Guides, Installation Guides, and Troubleshooting manuals.**Tools Used:** Microsoft Word and Oxygen. |
| **Technical Skills*** Operating Systems : Win 98, XP, 7, 8, and 10.
* Authoring Tool(s) : Microsoft Word and Oxygen
* Capturing Tool : Snag IT, Snipping Tool
* Web design : HTML (Basic knowledge)
* Others : PowerPoint, MS Excel, Basic Knowledge of DITA
* Graphic tool : Adobe Captivate
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| Career Path

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| October 2018 till date | Worked as an Intern for 6 months.Working as Technical writer in Verizon telecommunications services, Bangalore. |

**Education*** Bachelor of Technology (CSE) from Kuppam Engineering College, Kuppam.
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