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. |
| 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 |
| Career Path   |  |  | | --- | --- | | 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. |