Professional Experience – Senior Technical Writer Profile

Ganeshkumar J
Mobile: 9789047959

Summary

- **10+ years Experience** as a **Senior Technical Writer/Technical Analyst** handling **Product Documentation, Project Proposal documentation, Project Technical Write ups, User Manuals, Technical Manuals, SDM, ISO and CMMI Documents, Installation Guide, Coding Standards, Brochures, White papers and Flyers.**
- **Provided In-house and Client Technical Support by writing and editing Manuals, Installation Guidelines and Help files on a multitude of custom-developed software and system packages.**
- **Compiled, edited and proof read articles, case studies and presentations.**
- **Demonstrated the ability to learn new Technology related to Document Function.**
- **Proven abilities to structure technical writing projects** and motivate others to complete components accurately and on time.
- Capacities to transform technical information into detailed illustrations and documentation.
- Involved in **Course Development** and **Instruction Guides**.
- **Desktop publishing skills** (design/typesetting/illustration).
- **Organized, self-starter, detail oriented, with excellent communication abilities.**
- **Supervisory background** managing a team of Technical Writers.
- Knowledgeable in wide variety of software applications - **Python Documentation Framework (Sphinx Platform)**, **SAP Design Studio, SAP Lumira Designer, Microsoft Dynamics D365, Microsoft Power BI, MS Word, MS Excel, MS Power Point, MS Visio, Snagit, HelpNDoc, PDF Destinator Add-ins, Adobe Acrobat DC and Word Cleaner Add-ins.**

Edcational Qualification

- Master of Science (Physics)
- Master of Computer Application

Technical Skills

- Python Documentation Framework with Sphinx Platform
- Microsoft Office Tools – Word, Excel and Power Point
- SnagIt
- HelpNDoc
- Microsoft Visio
- SAP Design Studio and SAP Lumira Designer
- Microsoft Dynamics D365 and Microsoft Power BI
- Content Development
- Project Proposal documentation
- Brochure documentation
- Case Studies for the domains related to Telecom, Field Service Management and SharePoint Applications.
- Project Write-ups for SharePoint Applications
- User Guide/Manual documentation
- Installation Guide
- Release Notes
- Project Technical Write ups
- Software Product Documentation
- ISO Related OPM (Operation Procedure Manual) Documentation
- CMMI Related documentation
- Requirements Gathering
- Use Case Documentation

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1. Optisol Business Solutions, Chennai (Jan 2020 to May 2020)

Role: Sr. Technical Writer (Client: US Ecology)

Responsibilities:

- A Supervisory background, managing a team of Technical Writers.
- Adequate exposure to ERP tools like Microsoft Dynamics D365 and Dashboard tools like Microsoft Power BI.
- Strong Functional understanding towards the customized modules done using Microsoft Dynamics D365 by Optisol Team for US Ecology client environment.
- Documentation for the customized modules done using Microsoft Dynamics includes the following tasks
  - ✓ Creating User Guides and maintaining Major Updates for the same.
  - ✓ Reviewing the Functional Design Documents created by the Functional Consultants.
  - ✓ Creating Installation Guides/Release Notes and maintaining Major Updates for the same.
  - ✓ Creating Documentation for Additional customizations.
  - ✓ Creating POC and Solution Modeling documents.
- Having professional experience in Team Communication by clarifying the items or presenting problems or open questions.
- Regularly interacted with the Team and provided suggestions to the Team on how to make the changes to the documents.
- Adopted the structured style guide that adapts the organization standards.
- Taken a great level of initiative and always looking for additional items and additional options to improve the documentation as well as domain knowledge.
- Clarifying the required items for documentation in case when needed and taken face to face conversation approach to clarify those items for incorporating the relevant information.
- Attended the regular Team Meetings and was placed in the loop on regular updates and roadmaps related to the project.
- Aware of the deliverables at hand and delivered the documentation on time and getting the items ready for the project releases.

2. Visual BI Solutions, Chennai (Apr 2016 to Dec 2019)

Role: Sr. Technical Writer (Product Documentation)

Responsibilities:

- Taken initiative in learning all the new technologies - SAP Design Studio, SAP Lumira Designer, Microsoft Power BI and additional products as part of the documentation process.
- Product Documentation for VBX Product, VBI View, valQ for Microsoft Power BI, valQ for SAP Lumira Designer and xViz Chart Components for Microsoft Power BI that includes the following tasks
  - ✓ Creating User Guides and maintaining Major Updates for the same.
  - ✓ Creating Installation Guides/Release Notes and maintaining Major Updates for the same.
  - ✓ Creating Documentation for Additional VBX components
  - ✓ Conversion to HTML feasibility
  - ✓ **Worked in Python Documentation Framework with Sphinx Platform for documenting the User Guide, Admin Guide, Installation Guide and Release Notes of all the Products.**
- Creating smaller "how to papers" on the VBX components for the customers.
- Attended the Training Sessions on SAP Design Studio, SAP Lumira Designer, valQ and Power BI products.

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3. Thirdware Technology Solutions, Chennai (Oct 2013 to Mar 2016)

Role: Sr. Technical Writer / Technical Analyst (SDM Process Documentation)

Responsibilities:
- Edited and wrote large proposals for various clients which includes IAEA (International Atomic Energy Agency- Austria), UNICEF- US, United Nations Development Programme-Republic of Moldova, Ford (Global) Operations, etc.,
- Interpreted client requirements and determined applicability of proposal responses.
- Prepared Technical Documents for Marketing and Sales Department including Brochures, White papers, Flyers, etc
- Involved in Requirements Gathering session and documented Use case & Technical Specification documents
- Documented Installation Guidelines, Release Document, User Guides, Technical Manuals, etc., for developed applications.
- Documented Project Write-ups for QAD Applications.
- Prepared Case Studies for the developed QAD applications.
- Developed proficiency in the company's internal processes and department guidelines.
- Performs other duties as assigned.
- Performed and implemented technical and peer reviews of product documentation
- Understands different user levels and writes to the appropriate level.
- Adheres to department standards, including templates and style guides.
- Development of Solution Delivery Methodology (SDM) Process documents with inputs from project teams.
- Mentored Business Analysts (BA) through SDM Process Documentation Training and reviewed the respective SDM Process documents authored by the BAs for its accuracy before sending them to the Business.

Projects Worked
Classic Solution Delivery Methodology (SDM) from Ford Motor Company is a traditional full lifecycle "waterfall" methodology that supports new development and enhancement IT projects. Projects with well-defined requirements or where the development team understands the business domain are good candidates for Classic SDM.
Classic SDM consists of five Stages/Divisions that include:
- ID & Assess
- Analysis
- Design
- Build
- Deployment

The work done in each of the stages is organized into nine industry standard Disciplines that include:
Core Disciplines:
- Business Modeling
- Requirements
- Analysis & Design
- Implementation
- Test
- Deployment

Supporting Disciplines:
- Configuration & Change Management
- Environment
- Project Management

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Ford Motor Company is one of the major clients for Thirdware Technology Solutions. The following are the Projects done using QAD Technology for Ford.
1. AAT 2 Pillar
2. Sanand Taxation
3. FTC 5 BU
4. Sanand Invoicing
5. Bridge 257
6. FMCL GPIRS
7. CAF EOC-item code-price
8. CFAN Migration
9. Thailand - PDC 2
10. FCO - FST QAD WIPS QAD
11. FIL Scalability
12. FOT Scalability
13. AAT Scalability
14. CAF Scalability
15. FIL Taxation CR Implementation

The following list represents the respective SDM Process Documents done for the Projects. My specific role in the above listed projects is to review the following SDM Process documents for its accuracy which includes Grammar Checks, Formatting styles, Sentence Checks, etc.,

1. 02 Requirements Specification
2. Module Specifications
3. Weekly Status Report
4. Unit Test Cases
5. Minutes of Meeting
6. User Interface Screens and Reports
7. Business Owner View
8. Test Scenarios
9. QR2- QAD interface approach document for SANAND
10. Root Cause Analysis Document
11. Small Change Form and more SDM Process Documents depending upon the Project's category.

4. Zylog Systems Limited, Chennai (May 2007 – Sep 2013)

Role: Senior Technical Writer

Responsibilities:
* A Supervisory background, managing a team of Technical Writers
* Served as Lead, including editing, layout, and corrections.
* Edited and wrote large proposals for various domains like **Telecom**, **Banking**, Insurance and for the applications which were developed using technologies like SharePoint, MS Dynamics, CRM, etc.,.
* Designed format and coordinated production.
* Interpreted client requirements and determined applicability of proposal responses.
* Prepared Technical Documents for Marketing and Sales Department including Brochures, White papers, Flyers, etc
* Involved in Requirements Gathering session and documented Use case & Technical Specification documents
* Documented Installation Guidelines, Release Document, User Guides, Technical Manuals, etc., for developed applications.

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- Documented Project Write-ups for SharePoint Applications
- Prepared Case Studies for the developed applications
- Provided status updates on projects as required by management. Coordinated with other technical writers on documentation projects.
- Developed working knowledge of product functional areas as assigned.
- Developed proficiency in the company's internal processes and department guidelines.
- Performs other duties as assigned.
- Performed and implemented technical and peer reviews of product documentation
- Understands different user levels and writes to the appropriate level.
- Adheres to department standards, including templates and style guides.
- Development of QMS documents with inputs from project teams
- Documenting ISO and CMMI process related documents for software projects

Projects Worked

FP-STC, Saudi Telecommunications, Kingdom of Saudi Arabia

STC is the leading national provider of telecommunication services in the Kingdom of Saudi Arabia. The company is working continuously to fulfill and satisfy the market requirements, keeping pace with the emerging technologies in the telecommunications sector and satisfying its customer's needs. STC has put in its consideration that, this is the way to reinforce its position and identity in view of a changing world where the role and usage of telecommunications became more significant

The purpose of the development effort is to implement FieldPower Product with inventory in STC. Also it involves the customization and integration with their internal systems such as Remedy, MMS and Sharepoint portal.

DivAir, US

Diversified Air Systems is a full sales, rental and service distributor of industrial equipment specializing in engineered solutions for compressed air and vacuum systems, closed loop water recovery systems, as well as cooling towers and chillers. They service Northern Ohio, Western Pennsylvania, Southern Michigan and the Pan Handle of West Virginia with over 25 trucks and over 60 field technicians

FieldPower is a software project that is developed for end-to-end customer service in service industry. The main objective of this project is customer care, service order, sale order, scheduling, dispatching, reporting, vendor management, and inventory. It is Ideal for the field force management, customer service efficiently managing the field projects, servicing customers and meeting deadlines.

Buy Vip, Europe

BuyVIP is Europe´s leader among Private Sales Clubs! BuyVIP founded in 2006, is the largest Online Shopping Community with more than 3.6 million members in Europe.

BuyVIP is an exclusive, invitation-only online destination where invited members discover premier brands in time limited campaigns. Products are either end of season or are not yet available thus making BuyVIP a unique platform for great deals usually 30-70% off the original retail price.

The main objective of this project is implementation of Microsoft Dynamics AX application in Buy VIP. The scope of this project was to accomplish the following:

- Perform a complete System study on the existing application
- Identify 'critical ' problem areas that need immediate attention
- Configuring the complete ERP application according to Buy VIP's needs.
- Customize the ERP to full fill Buy VIP's requirement gaps.

- Provide the complete training to the end users of client.

IRIS2 - Bright House, UK

IRIS2 is a software application used by all BrightHouse stores for the purpose of managing their in-store operations, the handling of customer payments and reporting. BrightHouse is the sole owner of the IRIS2 software and associated intellectual property rights and is developed in-house by a dedicated team of developers. IRIS2 itself is accessible via a Windows-based GUI interface and is controlled by a series of drop-down menus and icons covering all key functionality.

PERSONAL DETAILS

Father's Name	: V.Jayapragash
Date of Birth	: 24 – November – 1973
Sex	: Male
Marital Status	: Married
Nationality	: Indian
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