Akshata Lute

Lead Technical Writer

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Objective

Seeking for a challenging career opportunity in an organization where a quick learner with good communication skills and a perfection striver is needed.

Professional Experience

- 13+ years of experience in IT industry
- 12+ years of experience in information development
- Possess technical aptitude and time management skills, a team player, ability to work under pressure
- Experience in knowledgebase rebranding and content migration
- Certification on API Documentation Fundamentals from Tech Writer's Tribe

Additional Professional Skills/Tools Inventory

Languages	C, C++, Unix, HTML, XML, CSS
Wiki	Atlassian Confluence 5.1.5
Content Management System	Joomla! 3.6.2
Print and Web Authoring	MadCap Flare, MindTouch, Microsoft Word, Adobe FrameMaker, Adobe Acrobat Pro
Graphics and Presentation Utilities	MadCap Capture, Madcap Mimic , Microsoft Visio, Microsoft PowerPoint,
Source Code Collaboration Tool	Atlassian Bitbucket 5.3.0
Version Control System	GIT 2.7.4
Version Control System User Interface	SourceTree 3.2.6
Operating System	Windows 10
Domains	Energy, Telecommunication, Semiconductor, Aerospace
Cloud Computing	Managed Kubernetes, OpenShift Container Platform, AWS
Database	Oracle, AWS RDS, PostgreSQL

Educational Qualifications

Qualification	Institute	Percentage
BE (Computer Technology) - 2007	Y.C.C.E, RTM Nagpur University	67.11%
HSSC (Electronics) - 2003	Jupiter Junior College, Nagpur	74.0%
SSC – 2001	Mount Carmel Girls' School, Nagpur	79.3%

Project Thesis

Project I

Project Title	Aligne5
Client	FIS
Description	The product is a new, intuitive, web-based trader interface as part of the existing Aligne Trading and Risk Management (TRM) solution that leverages FIS's enterprise-wide HTML5 framework.
Key Deliverable	User Guide, Release Notes

Responsibilities	• Gathered information from all the available sources and by interacting with product stakeholders • Prepared Document Estimation and document template • Authored content, captured screenshots, applied formatting • Verified and tested the written document, incorporated review comments, rewrote content based on reviews • Provided peer review comments • Worked within development-driven timelines • Communicated status to manager and peers • Revisited documentation to incorporate recent changes and replaced old screenshots • Published the Help files on Production Server.
Tools	MadCap Flare 19r2, MadCap Capture 6

Project II

Project Title	Aligne
Client	FIS (Formerly SunGard)
Description	The product is a highly configurable, flexible and modular multi-commodity software solution suite that integrates trading, risk/control, credit, fuels procurement, emissions compliance, back-office, treasury/finance and senior management information needs.
Key Deliverable	Installation Guide, WebHelp, Release Notes, User Guide, 3-5 minutes Demo, Cheat sheets, Training guides, Wiki pages
Responsibilities	- Created documentation for product enhancements - Revised and maintain templates for different product releases - Migrated product knowledgebase to Confluence - Reported GUI defects - Validated and tested existing documentation against the product - Understood domain terminologies, tools, processes, and methodologies - Analyzed, composed, edited, and formatted content to ensure concise documentation - Ensured technical and visual consistency across multiple document suites - Evaluated potential content to be included in the documentation - Operated in-house and documentation tools independently - Worked on multiple projects simultaneously with minimal supervision and with complete ownership - Delivered various types of documents at schedule milestones - Provided documentation estimations to management - Regularly communicated work status - Maintained log about documentation assignments, follow-throughs, training, and product releases - Worked cohesively with the Business Analysts, Development, and Testing teams - Suggested various document related workarounds to capitalize time factor as well as quality - Worked with the cross-functional teams in the global setup
Tools	MadCap Suite, Atlassian Confluence 5.1.5, Atlassian Bitbucket 5.3.0, GIT 2.7.4, SourceTree 2.1.8.0, Joomla! 3.6.2, MindTouch

Project III

Project Title	EcoEnergy
Client	Wipro
Description	The range of products provides an alternative to conventional fuels.
Key Deliverable	Installation Guide, Operations and Maintenance, Trouble-shooting Guide, and User Guide
Responsibilities	- Researched the working of the individual mechanical components, electrical equipments, and the assembled products - Conducted and participated in the interviews with Subject matter experts to gain a detailed understanding of each process performed within global product setup - Gathered, evaluated and organized information obtained from SMEs and authored procedures in succinct and easy-to-read style - Converted ambiguous technical information into comprehensive user-focused content and ensured that documents are technically accurate, concise, user-focused, and free from cosmetic errors - Visited the model-installation site to obtain component level details and photographs for preparing illustrations

	• Prepared graphical representation of process that clearly defined the flow of steps in the process
	• Conducted review meetings to validate and obtain approval from SMEs and stake holders on the authored procedure content
	• Supported teammates by constant knowledge transfer and motivated them for process improvement
Tools	Word 2007

Project IV

Project Title	Microsoft Dynamics CRM TraCE
Client	Wipro
Description	The Customer Relationship Management product focused on the client's Sales and Marketing activities.
Key Deliverable	User Guide
Responsibilities	• Explored the tool as a role-based user with different permissions assigned and prepared documents with different perspectives
	• Extrapolated process/workflows from high level technical knowledge transfer sessions
	• Tested the procedures provided by the developer on the application
	• Reported UI discrepancies to the product team
	• Worked and communicated with globally-distributed team members
Tools	Word 2007, RoboHelp

Project V

Project Title	BizTalk Server 2010 Replat
Client	Microsoft
Description	The product connects systems inside and across organizations, to exchange data and orchestrate processes requiring multiple systems.
Key Deliverable	BTS Core documents
Responsibilities	• Set-up virtual test environment using Virtual machines
	• Deployed codes snippets to validate documentation and code samples
	• Reviewed, tested, and corrected code samples
	• Created hyperlinks for topics within the same chapter and online webpages using Forward link tool
	• Repaired existing hyperlinks in all its occurrences and removed the broken ones
	• Updated illustrations and edited existing operating procedures to comply with standard formats and product
	• Excessive interaction with developer and tester
	• Logged documentation bugs using Product Studio
	• Prepared documents for localization by producing clear concise text and graphics that follow localization guidelines and standards
	• Uploaded daily documentation status, updated figures and procedures in to the client's documentation repository and reported irregularities to the project manager
	• Worked in a fast paced environment with quick and aggressive turnaround times
Tools	DxStudio 2010, Visual Studio 2010, Microsoft Word 2010

Project VI

Project Title	ZebOS
Client	IPInfusion
Description	The product provides a complete suite of networking protocol software supporting Layer 2 (L2), Layer 3 (L3), unicast, multicast, Multi-Protocol Label Switching (MPLS) and Metro Ethernet standards.
Key Deliverables	Command Reference Guide, Configuration Guide, and Developer Guide
Responsibilities	- Prepared technical documents for experts - Set up the environment to validate the documents and finding of the SMEs - Researched the product concept and technology in a short span - Performed independent source code analysis - Independently organized and delivered the work allotted on time and with quality - Gathered information for new features - Executed the commands and instructions on live environment - Performed User Interface text reviews for former documentation - Created supporting documentation including, but not limited to: glossary definitions, procedural guides, and style sheets - Created network diagrams - Interacted directly with the overseas client - Worked with minimal supervision - Provided project status; communicated changes and issues to other team members, team lead and manager
Tools	Adobe Framemaker 8.0, Microsoft Visio 2003 Professional, Adobe Professional 9.0

Project VII

Project Title	Configuration Database Generator
Client	British Aerospace
Description	The product is a web-based configuration tool that allows a user to define a configuration data file for a BOEING 737 Cabin System.
Key Deliverables	Installation Guide and User Guide
Responsibilities	- Explored the application and analyzed the working and backend functionality - Verbalized the working of the application as elucidated by the project managers - Provided the feedback on various discrepancies while handling the application (not captured in Testing phase) - Captured all combinations of basic and alternate flows - Prepared draft versions in Word and imported the final version in Robohelp
Tools	Microsoft Word 07, RoboHelp

Project VIII

Project Title	mShop
Client	QualComm
Description	The product is a web-based utility which had to go re-visioning and re-versioning.
Key Deliverables	Release Notes and Operations Guide

Responsibilities	• Updated the documents, added and reviewed the new feature description relevant to the current release
	• Recorded all the changes and updates in Released notes
	• Migrated data from old template to customer-shipped template with less turnaround time taken
	• Maintained document versioning
Tools	Microsoft Word 07

Project IX

Project Title	Toll-Free Provisioning Order Care
Client	Bell Canada
Description	The legacy system was migrated to a new application system using ConceptWave technology.
Key Deliverables	Installation Guide, Operations Guide, and User Guides
Responsibilities	• Gained knowledge of the technologies used
	• Streamlined a specific process for documentation
	• Understood different approaches of handling products and create documents from scratch (Content Development)
	• Worked closely with SMEs to gather information on the processes/issues to be documented
	• Reviewed and edited team member's documents
	• Maintained the documentation track sheet
	• Identified and articulated the functional gaps and GUI inconsistencies to Development and Testing team
	• Explored the application to get good understanding
	• Supported procedures with effective technical illustrations/examples
	• Participated in team meetings and discussed documentation needs and updates
Tools	Microsoft Word 07, Framemaker 07, Adobe Professional

Project X

Project Title	NXP Semiconductor
Client	Philips Europe
Description	The datasheets were published as a part of semiconductor device package.
Key Deliverable	Datasheet
Responsibilities	• Reviewed datasheets adhering the client standards for technical and cosmetic consistency
	• Perused content and illustrations of Semiconductor ICs and components in the datasheets for technical correctness
	• Conceptualized graphics on complex concepts
	• Cross checked the findings of other team member's datasheet
	• Maintained the defect logs and the changes incorporated
	• Reported daily status to the client and project lead
Tools	Framemaker 07

Career Profile

Date	Organization	Role
December 2015 – Current date	Fidelity Information Services	Senior Technical Writer
January 2011 – November 2015	SunGard Global Services	Senior Technical Writer
March 2008 – January 2011	Wipro Technologies	Technical Writer

Personal Details

Date of Birth	March 12,1985
Sex	Female
Marital Status	Married
Present Address	Flat no. F-121, Golden Palms, Wakad, Near Dutta Mandir, Pune - 411057
Permanent Address	Plot no. 201, Shri Mahalaxmi Nagar, Near Mhalgi Nagar, Besa Power House, Nagpur - 440034