**DANIEL VARGHESE**

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**SUMMARY**

* Technical Writer with 9 years’ experience in **Help Files, User Guides & Marketing Collateral’s.**
* **Sample Writing**; Wrote complete website in 3 weeks; <https://www.i3intl.com>.
* Worked on **DDLC/SDLC** following **Agile** (8 years) & Waterfall methodologies.
* Led a Team, worked independently & as member of a Team in tight deadlines with little support.
* Proven record for on time delivery of user friendly, high impact **Product Documentation**.
* Worked on different domains catering to diverse audience using various tools.
* Tech Writing (9 Years) & Media (8 Years) experience with excellent communications skills.

**ACHIEVEMETS**

* Recipient of **Excellence Award** for consistent outstanding performance at Ramco Systems.
* **Merited** by Bahrain Defense for completing documentation **Onsite,** 2 months before deadline.
* Volunteered & succeeded as **Information Security** **Coordinator, ISO 27001** for 5 years.
* Topped **ISO Audit exam** & produced first Support Process document to train new recruits.
* Marketing Collateral’s **outsourced** earlier at Integration, were created in house by me.
* Introduced **FAQ** to reduce Customers time & Support Team workload at IBM.
* Created Ubq’s first **On-Boarding,** **Information Security Policy & Training** documents.

**SOFTWARE TOOLS**

* Proficient in RoboHelp, Acrobat, Snag-It, HTML Editor, MS Office, Confluence, Jira, Zeplin, Cliq.
* Worked on XML, Style Sheet, Dreamweaver, Frame Maker, SharePoint, Azure DevOps.
* Learnt/Knowledge of DITA, Photoshop, CorelDraw, Illustrator, Web Designing, Camtasia.

**DOMAINS WORKED**

* Healthcare, QMS, Banking, Payroll, Customer Relationship Intelligence & Aviation.
* Jailhouse Hypervisor (R&D project), TAMM website, Web Methods & Records Management.

**DOCUMENTS CREATED**

* User Manual’s, OLH, FAQ documents, Knowledge Base, REST API & integration documents.
* Admin & Installation Guide’s, Operational documents, Process Manual’s & Collaterals.

**TECHNICAL WRITING EXPERIENCE – 9 YEARS**

**TietoEVRY,** **Senior Technical Writer – Healthcare Software Products**

Bangalore, October 2021 – November 2022 (TietoEVRY Payroll).

* Creating engaging User Manual’s, Client Onboarding documents, FAQ’s for new Portal.

* Update & restructure Wiki documents, interact & cater to US customer requirements.

**Starmark Software,** **Lead Technical Writer – Laboratory Software Products**

Bangalore, February 2021 – October 2021 (Starmark Payroll).

* Led a Team, set Template and Process, produced and reviewed User Manual’s, & Script Writing.
* Produced Release Notes, prioritized and delivered documentation needs of various teams.

**TAMM (Abu Dhabi Government Services)**, **Lead Technical Writer – TAMM Website**

Abu Dhabi, April 2019 – May 2019 (Contract for IBM).

* Delivered engaging Online User Manual and FAQ’s for TAMM’s integrated website.
* Reviewed Tech Specifications, collaborating with global team & changing priorities.

**Spanidea Systems**, **Senior Technical Writer – Jailhouse Hypervisor GUI Product**

Bangalore, April 2018 – May 2018 (Contract on Spanidea Payroll).

* Produced User Manual individually for GUI tool developed for Jailhouse Hypervisor on X86.
* R&D project on Hardware/Network, researched & executed documentation in one month.

**Pramata Knowledge Solutions**, **Senior Technical Writer – CRI Software Product**

Bangalore, May 2017 – August 2017 (Contract on Pramata Payroll).

* Independently produced User Guide for Customer Relationship Intelligence (CRI).
* Created FAQ documents & Knowledge Base on CRI Database, Security & Hosting.
* Produced REST API & Integration docs with Salesforce, DocuSign, CPQ, User Management etc.

**Infinite Software Solutions**, **Senior Technical Writer – Xerox Software Product**

Bangalore, August 2015 – September 2016 (Contract on Infinite Payroll).

* Created documentation for California Government Records Management product.
* Individually produced User Guide’s, Admin Guide’s & reviewed Operational documents.
* Proactively researched software changes to determine scope & implemented changes.
* Explored software field wise, reported bugs & interacted with stakeholders.

**Ubq Technologies**, **Head of Documentation – Healthcare Software Product**

Bangalore, January 2015 – August 2015 (Consultant on Ubq Payroll).

* Led a team of 8 members to complete product documentation in limited timeline.
* Set standards, templates, work planning/allocation, progress monitoring & evaluation.
* Trained & mentored Tech Writers and performed Editorial Reviews. Reported to CEO.

**Philips**, **Senior Technical Writer – QMS Healthcare**

Bangalore, June 2014 – December 2014 (Contract through Datamatics Global Services)

* Independently modified Process & QMS documentation for global Healthcare.
* Completed ISO 27001:2005 documentation in 6 months, planned earlier for 18 months.
* Modernized template for entire QMS Healthcare. Reported to QMS Head in US.

**IBM**, **Senior Technical Writer – webMethods Enterprise Software**

Bangalore, May 2013 – May 2014 (Contract through Collabera).

* Individually updated Integration documents for customized webMethods software
* Simultaneously updated for multiple projects – B2B AM, Run & Support team
* Modified Product/Setup/Deployment/Installation Guide, Release Notes to IBM style
* Conducted sessions to improve developers writing standards.

**I3, Senior Technical Writer – Payroll Software Product**

Pune, July 2012 - May 2013.

* Independently designed, developed & delivered Online Help, User & Process Manual.
* Analyzed software & audience for finalizing presentation & tone of the documentation
* Passed ISO Audit exam & implemented documentation standards across the company. [Up](#TECHNICAL)

**ICT, Documentation Working Partner**

Chennai, Jan 2012 - July 2012.

* Executed documentation projects and marketing collateral’s undertaken by ICT.
* Explored outsourcing of documentation projects from Dubai.

**Ramco Systems Ltd, Technical Writer – MRO Software Product**

Chennai, Jan 2007 - Jan 2012.

* Wrote (DDLC) context-sensitive On-Line Help, User Guides & Defect Fixing.
* Interpreted data by experimenting with the software, existing documents & functional team.
* Ensured appropriate syntax, style & grammatical usage in documentation as per Ramco’s style.
* Edited own work, other members work & helped in designing effective user interface.
* Mentored new recruits on tools, documentation process, deliverables & archiving.
* Accomplished multiple projects individually & as a team for diverse products/audience.

**S.A. International**

Chennai, July 2006 - Dec 2006

* Worked on outsourced documentation projects (from Ramco Systems) to SAI.
* Edited presentations, reviewed technical documents & trained fresh tech writers.

**Capgemini, Technical Writer**

Chennai, June 2005 - June 2006

* Wrote user guide, reviewed proposals, presentations, marketing collaterals etc.
* Trained for T24 Project Management & prepared for PMI exam. [Up](#TECHNICAL)

**MEDIA EXPERIENCE - 8 YEARS**

* Manager - Jumaira Advertising, UAE.
* Senior Executive - Concept Communications Ltd, India.
* Coordinator - New College, Chennai & Kodaikanal Christian College, India.

**EDUCATION**

* M.A. Public Affairs (Fulltime), B.A. Economics (Fulltime), University of Madras.
* Post Graduate Diploma **Journalism**, Bharatiya Vidya Bhavan.
* **Technical Writing** Course, SAI & Simon Fraser University, Canada.
* International **English Exam** by British Council & Cambridge University - **Scored 8 out 9.**

**Countries Visited;** United Kingdom, Netherlands, Germany, Belgium, Iran, Singapore, Malaysia, Thailand, United Arab Emirates, Qatar, Oman, and Bahrain. [Up](#TECHNICAL)