Kavitha

Career Objective

To secure a challenging and rewarding position in **Technical Writing** and to be associated with a progressive and innovative organization that gives me scope to apply my knowledge and skills. Wanted to be involved as a part of a team, where in my initiative for personal and professional development will contribute to achieve the goals of the organization.

Professional Experience

* 7 years experience in **TAKE Solutions LLP**, in technical documentation.
* 7 yrs experience in **Lason India Ltd.**, in document writing, handling Training to the Executives & Business Associates of Lason.
* Good domain knowledge in creating User Guides of domains like SCM, Life Science (Pharma Ready), Life Insurance, Cloud Computing, RFID Solutions.
* Experienced in creating/editing variety of documents such as installation guide, configuration guide, user guides, online help guides, Context Sensitive Help, User Release Notes.
* Good exposure to technical writing standards, editing, DDLC.
* Had been involved in Product Presentations, Project Demo Presentations, and provided additional support in editing proposals, brochures and RFPs.
* Hands-on experience in project planning and estimation by having periodic meetings with PMs.
* Responsible for publishing and maintaining product documentation in the Central Repository.
* Improvisation of internal processes and implementing best practices followed in the industry.
* Had been an Assessment Team Member of TAKE Solutions for CMMI Level 5, 1.2 (Scampi B and Scampi A) certification (trained by KPMG) and also back-up ATM for PCMMI Level 3 Certification.
* Had been given an additional responsibility to handle some of the project coordinator activities like providing support in creating MRM slides, MOM preparation, resource management (allocation & tracking of resources using project server (ps 2007), monitoring task and time sheet updates, coordinating with the project teams, sales teams, senior management, HR and other teams, consolidation and generation of weekly and monthly reports, global delivery portal management.

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| **Role** | **Company** | **Period** |
| Senior Technical Writer | Take Solutions Inc. (CMMI Level 5) | 2006(Mid July) to May 31 2013 |
| Senior Associate cum Document Writer | Lason India Ltd (CMM Level 4) | 2002 to 2006 (July) |
| Trainer | -do- | 2001 to 2002 |
| Data Conversion Technician | -do- | 1999 to 2000 |

Technical Skills & Training

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| **Tools** | **:** | MS Office, Adobe RoboHelp, AuthorIt,  FrameMaker, SnagIt, Visio, Adobe Suite, Dream Weaver (Beginner) |
| **Technical Writing Course** | **:** | Professional Writing for Hi-Tech Industries in S.A. International / Simon Foster University – Vancover Canada |
| **Quality Assurance Skills** | **:** | Quality System Standards (ISO), PCMMI Model, CMMI Model |
| **Programs Undergone** | **:** | KPMG – CMMI & PCMM – Process Overview & Assessment Team Member Training  Cavendish Language Institute - Stepping Stones, Climbing the Ladder and Reaching the Zenith Program |

Education Profile

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| **Course** | **Institute/University** | **Year** | **Percentage** |
| M.Com | Annamalai University | 2002 | 62 |
| B.Com | Queen Mary’s College | 1998 | 81 (College First) |
| XII | Lady M.CT.M | 1994 | 89 |
| X | Vivekananda Vidhyalaya (CBSE) | 1992 | 65 |

#### Professional Experience

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| 1. **TAKE RTE Suite (SCM)** |

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| Organization | Take Solutions |
| Client | In-house (Foundation for all projects) |
| Product Name | TAKE RTE Suite (3 Studios - Common Development Environment for all TAKE Projects) |
| Environment | .Net 3.0, Visual Studio 2005, VB.Net and SQL Server 2005 |
| Documentation Tools used | Ms Word, Snag IT, Ms Power Point, MS Visio, Adobe Robo-Help |

**Description:**

TAKE RTE is a proprietary and a common framework designed for Business Process Management to enable an enterprise to become Real Time and to foster collaboration among customers. This framework *(Discover, Designer and Developer Studios)* is used for all the projects of TAKE Solutions.

**Responsibilities**

* Knowledge on SDLC; Obtain Product and Process knowledge from the SME.
* Created Installation guide for RTE Suite and Business Process Management Suite (BPM).
* Created User Manuals, Online Help (Web-Help) and Context-Sensitive Help for all the 3 studios of the TAKE RTE Suite.
* Make enhancements in documents whenever necessary.

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| 1. **Pharma Ready Suite (Life Science – Domain)** |

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| Organization | TAKE Solutions |
| Client | Pharma Ready (US Company) |
| Product Name | Pharma Ready Suite (Life Science) |
| Environment | .Net 3.0, Visual Studio 2005, VB.Net and SQL Server 2005 |
| Documentation Tools used | Ms Word, Snag IT, Ms Power Point, MS Visio |

**Description:**

[PharmaReady™](http://www.pharmaready.com/), an exclusive brand of TAKE Solutions, is a fully integrated web-based [**DMS**](http://www.pharmaready.com/PRDMS.asp) **and** [**eCTD Submissions**](http://www.pharmaready.com/PReCTD.asp), TRMS and SPL **Solution Suite** and is specifically designed for regulated Life Science organizations. It is designed specifically for management of SOPs, Work Instructions, Training Records, Submission Documents, and all other documents within business areas regulated by the **FDA**.

**Responsibilities**

* Independently created User Manuals for all the modules: *eCTD*, *DMS*, *TRMS*, *SPL and Export and Import Utility Tools.*
* Got appreciation from the client at US, for the presentation of the Documentation.
* Converted all User Manuals into online Help Guides in a shorter turnaround.

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| 1. **Shrilife (Insurance)** |

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| Organization | TAKE Solutions |
| Client | Shriram Group |
| Product Name | ShriLife |
| Environment | ASP.NET, XML, SQL Server 2000 |
| Documentation Tools used | Adobe Robo-Help, Ms Word, Snag IT |

**Description:**

Shrilife Enterprise is a web-based software package provides online entry system and management of Life Insurance business of the client with all its branches connected online.

**Responsibilities**

* Created Context-Sensitive Help Guide for all the screens in the application and the On-line Help Guides are integrated with the application.

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| 1. **TAKE Business Cloud** |

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| Organization | Take Solutions |
| Client | In-house, Shriram and few more |
| Product Name | TAKE10 Business Cloud  (Modules – HRM, CRM, TMS, Social Hub, ECommerce) |

**Description:**

TAKE10 Business Cloud is a new revolutionary technology adopted by TAKE Solutions, which was built on HPCloud System Matrix, where the enterprises will have access to business-critical applications via the cloud easily, enabling them to meet the changing demands of customers.

**Responsibilities**

* Had been a challenging task in understanding the new technology; gathered knowledge from SME in a short span of time.
* Developed user manuals for all the modules in TAKE Business Cloud.
* Made frequent enhancements based on the application change.

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| 1. **Strides (Material Tracking Module)** |

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| Organization | Take Solutions |
| Client | Strides (Bangalore) |
| Product Name | Material Tracking (RFID Solutions) |
| Product Suite | Gemini Application Interface with Strides ERP |
| Documentation Tools used | Ms Word, Snag IT |

**Description:**

**GEMINI** is a product suite to optimize Manufacturing; Warehouse & Distribution centre Data

Collection. **GEMINI** automates key shop floor transactions around receiving, quality, inventory,

dispensing, manufacturing and shipping processes. **GEMINI** dramatically reduces errors and increasesefficiency by allowing mobile workers to conduct business on the warehouse floor, at the point of transaction, but with real-time connectivity to and validation from the ERP.

**Responsibilities**

* Created User documents for the Material Tracking Module in a very short span of time.

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| 1. **Century Total Logistics (Supply Chain)** |

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| Organization | TAKE Solutions |
| Client | CTL (Century Logistics- Malaysian Company) |
| Product Name | Integrated Logistics Management Solution |
| Environment | .Net 3.0, Visual Studio 2005, VB.Net and SQL Server 2005 |
| Documentation Tools used | Adobe Robo-Help, Ms Word, Snag IT, Ms Power Point. |

**Description:**

Century Total Logistics (CTL) is one of Asia’s leading providers of value-added integrated Supply Chain Solutions and Total Logistics Services. CTL is a pioneer in Trucking, Haulage and Freight Forwarding, and services large number of companies in Malaysia and around the globe.

To carry out these activities through a well established business processes, CTL uses the "Integrated Logistics Management Solutions (ILMS)” – TAKE RTE-Suite powered by TAKE Solutions Ltd.

**Responsibilities**

* Created Help Guide *(Compiled HTM)* for all the modules: *Fleet* *Management System, Haulage Management System, Freight* *Forwarding System*, *Transportation Management System* and *Track & Trace*.

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| 1. **MONE – Foreign Investment Survey** |

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| Organization | TAKE Solutions |
| Client | Ministry of National Economy (MONE) – OMAN |
| Product Name | MONE FIS (Foreign Investment Survey) |
| Environment | J2EE2. Struts 2.0 Framework, Hibernate 3.0, Oracle Application Server |
| Documentation Tools used | Adobe Robo-Help, Snag IT. |

**Description:**

MONE is considered to propose the development strategy and future trends for the national economy and involved in preparing the country's development plans and investment programs with their implementation priorities.  The Foreign Investment Survey (FIS) Project is developed for the Ministry of National Economy.

**Responsibilities**

* Created On-Help Guide (WebHelp Guide) for the back-end and front-end application of MONE-FIS.

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| 1. **TAKE Insight Projects** |

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| Organization | TAKE Solutions |
| Client | National Agricultural Development Company (OMAN)  Shrilife (India)  TIMICS (US) |
| Product Name | TAKE Insight NADEC, TAKE Insight Shrilife, TAKE Insight TIMICS |
| Environment | .Net 3.0, Visual Studio 2005, VB.Net and SQL Server 2005 |
| Documentation Tools used | Adobe Robo-Help, Snag IT. |

**Description:**

TAKE Insight product is a right-time business analytic and intelligence tool that provides pre-configured standard reports, analytics, dashboards and scorecards for Agile Enterprise Management.

This product was separately designed to fulfill the requirements of many clients like NADEC, Shrilife, TIMICS.

**Responsibilities**

* Created On-Help Guides (On-Line Help Guide) for all these projects (Shrilife, NADEC, TIMICS).

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| 1. **US Case Law Project** |

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| Organization | Lason India Ltd. |
| Client | Lexis Case Law Project |
| Product Name | Lexis Nexis |
| Documentation Tools used | Fine Reader Software (OCR), MS Word. |

**Description:**

The “Lexis” Project deals with the Case Laws. The “Lexis” customer receives Cases from Various U.S. Court Centers.

The data will be downloaded from customer server (Tiff Files) to Lason India Server and has to be returned back to customer (Text output with proprietary codes) with a maximum turn-around of 24 hrs.

The Input files are downloaded from the Customer Server to Lason India Server, which will go through various processes, where the customer files will be processed and will be sent back to customer as per his specification. Some of the file formats are Proprietary Codes (Customer’s Format), XML, etc.,

**Responsibilities**

* To analyze Specifications given by customer and to interact with the functional teams.
* To Develop User Manuals.
* To enhance User Manuals whenever necessary.
* To handle training for testing Team through User Manuals.

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| 1. **United Health Care** |

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| Organization | Lason India Ltd. |
| Client | United Health Care (Insurance Company at U.S.) |
| Product Name | UHC Claims Processing |
| Documentation Tools used | MS Word, SnagIt. |

**Description:**

The Forms Project deals with the Health Insurance Forms. United Health Care is an insurance Company at U.S. The data will be downloaded from customer server (Tiff Files) to Lason India Server and has to be returned back to customer (Text output). The Insurance Forms are processed through Conversion process. This Conversion Process can be done by Paper Conversion or by Image Conversion depending upon the Input received from the customer.

**Responsibilities**

* To analyze Specifications given by customer and to interact with the functional teams.
* To Develop User Manuals.
* To enhance User Manuals whenever necessary.
* To handle training for testing Team through User Manuals.

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| 1. **Other Challenging Activities** |

* Implemented online Help Guide system in TAKE Solutions by transforming from MS Word to Adobe RoboHelp.
* Involved in the Web-content preparation, few project Case Studies for TAKE Solutions.
* Involved in enhancing the templates, prototype and standards of documentation.
* Prepared power-point presentation on Testing Metrics, Testing Services in TAKE Solutions Ltd.
* Prepared power point presentation slides and gave presentation on the competition held at Take Solutions on educating the values and beliefs of the organization among the employees, and was rewarded the best presentation award and the same is also used for Induction Program.
* Actively take part in Quiz, Skit, Collage; Paper Bag and other “TAKE A Break” initiatives organized at TAKE Solutions and had won in few of them.
* Developed Documentation of the Entire Claims (Insurance Forms) Processing, done in Lason.
* Also Perform peer reviews for all the documents written by my team members before final technical / editorial review.
* Training/mentoring new team members with product knowledge and tools.
* Reviewing documents to check template issues, language, technical accuracy, and consistency.
* Prepared Documentation for all the processes designed for Lexis Project (U.S. Case laws) and handled Training to the Testing Recruits in Lason Ltd.
* Developed a detailed documentation on the “New Process” (Common Platform) implemented in Lason for E-Books Conversion.
* Developed a detailed documentation on “Proprietary Codes’ to handle INDUCTION PROGRAM for the new joiners [KCR {Knowledge Creation and Retention}- New initiative by Lason]
* Developed a detailed power-point presentation for Pearson project (e-Books) and also handled training for the executives of Lason Ltd.
* Involved in Training co-ordination for the Lason Village Program (First initiative by Lason).

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| **PERSONAL PROFILE** |

NAME : Kavitha N

Date of Birth : 31st August 1978

Interest : Browsing, Music, Playing Shuttle

Languages Known : English, Tamil, Telugu, Hindi (to read & Write)

**Job Seeker First Name / CV No: 1715484**

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

