

**Hemaa**

E-mail: hemaa.344642@2freemail.com

Location: Bur Dubai (On visit visa)

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**Summary**

A self-directed, dynamic, and result-oriented Document Controller with 7+ years of experience in writing business processes, product guides (hardware and software) / user manuals, procedure and training documentation etc. Excellent knowledge in **Content Developing, Creative Designing.**

* Capable of working individually / working as a team and can handle a team.
* Extensive knowledge in creative presentation skills, reports.
* Possess Time management for quick and efficient delivery.
* Capable of converting the concepts into artworks and vice versa.

**Technical Experience**

**Excellent Tool skills**: MS PowerPoint 2013, MS Word 2013, MS Excel 2013, MS Visio 2013, Snagit, Adobe Photoshop CS5, Adobe Frame Maker v11, Articulate Storyline, Captivate, Camtasia, Infographics.

**Basic Tool Skills:** Aconex**,** Arbortext Editor, SDL Trisoft Publication Manager, Adobe RoboHelp 11.

**Knowledge Expertise**: SDLC, DDLC, ADDIE, Agile methodology, Storyboarding, E-learning, ITIL framework.

**Professional Experience Summary**

**Lead Document Controller Sep 2015 - Current**

Bank of America

Responsibilities & Job Profile

* Identify the depth of requirements and prepare playbooks to various teams.
* Suggested process improvement thoughts and saved time and efforts of various teams.
* Conduct Brown bag sessions to various teams (onshore and offshore) and educate them about Knowledge Management process and ITSM tool which manages, maintains information across the bank.
* Successfully maintained and improved the overall quality of the internal Knowledge Management System.
* Received Gold awards for creative presentation skills and honored with Hi-five awards for proactively worked on urgent deliverable tasks.
* Communicate effectively with Support Analyst and other stakeholders to obtain an in-depth understanding of the applications and documentation requirements.
* Active onsite calls with Subject Matter Experts (SME) to receive information in full as required for the successful completion of the playbook.
* Create successful playbooks with adherence to terminology, defined parameters with respect to template, styling, alignment, and produce easy to understand user interface text.
* Advanced proficiency in the use of Microsoft Word, including editing, preparing templates, creating and editing complex documents.
* Responsible for collecting, maintaining, and sharing information across the organization for more than 500 production application playbooks.

**Lead Documentation writer** **March 2013 - Sep 2015**

Dell India ltd.

Responsibility & Job Profile

* Conceptualize, plan, develop, and write documentation for relevant deliverable, including complex networking technical material according to established standards. Review Engineering and Marketing documentation.
* Hired as junior Document Controller and promoted to Senior Lead Document Controller within two months of joining, for outstanding performance and exceeding expectations.
* Served as lead writer for complex projects and ensure that projects are completed on or before schedule. Attend and contribute to product/project team meetings.
* Define and assign responsibilities to the writers of the assigned project. Ensure writers understand their current assignment and responsibilities.
* Comply with Dell standards, process, and guidelines. Help to identify and implement standards and process improvements.
* Perform simultaneous task and project coordination for multiple projects.
* Take on special projects outside the scope of regular tasks (creating and maintaining project SharePoint pages, and weekly update meetings).
* Work with Editors, Engineering teams, Hardware teams, and Program Management teams.
* Peer edits team members' documents to ensure they are clear, grammatically correct, and follow Dell’s Style Guide.
* Lead the team to successfully complete several intermediate releases to production of major networking products and solutions for enterprise management.
* Assigned, resolved, and closed defects / bugs.

**Document Controller July 2009 - January 2013**

Tata Consultancy Services ltd

Responsibility & Job Profile

* Information Planning and Management of projects/products right from the stages of conception through its delivery.
* Document easy-to-understand developer guide.
* Coordinating with clients and graphic designers to develop best possible user-friendly documentations.
* Review GUI and suggest appropriate changes to Engineering teams.
* Close interactions with the subject-matter experts to gather information, identify relevant data and audiences, and write documents that are clear and user friendly.
* Identify the training requirements of the team and provide required training to work with the projects/products.
* Build writers team, train on technical writing practices, and get the writers quickly onto writing projects.
* Tracking all engineering issues and analyzing documentation impact and tracking the corresponding documentation issues.
* Explaining the proposed solution to the Development team and getting their approval.

**Education Qualification**

* Graduation: B.com ( Computer Application) in 2009 with 74%
* Diploma in Technical Writing from TechTotal Soft Systems Pvt ltd | Hyderabad
* Diploma in Instructional Designing from TechTotal Soft Systems Pvt ltd | Hyderabad

**Personal Profile:**

Nationality : Indian

Languages Known : English, Tamil, Hindi, Telugu, Arabic (Self Learning)

Hobbies : Painting / Sketching / Freehand Drawing / Creative Designing