Sonali

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Karama, Dubai,

INTRODUCTION

I have around 6 years of experience out of which I have more than four years of experience in technical writing and around two years of experience in human resource management.

PROFESSIONAL SUMMARY

* Seasoned professional in technical writing/content management in versatile domains such as banking, finance, ecommerce, CRM & product based documentation.
* Excellent Communication skills.
* Good experience in creating CBT using UPK.
* Good experience in Knova editor, Salesforce, Tutor Author, Adobe Captivate & Topaz Editor.
* Executed documentation plans.
* Ensured that documents are technically accurate and are produced on time.
* Managed entire interview process including posting, sourcing, screening, interviewing and final selection.
* Negotiated contracts and closed offers.
* Recruited and hired candidates in contract, contract-to-hire and permanent placements for multiple client companies.
* Versatile experience in executing all the activities of a recruitment cycle.
* Handled re-sourcing activities through job portals.

EXPERIENCE DETAILS:

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| Company Name | Period | Designation |
| Concentrix deputed to VMware | June 2014 to Dec 2015 | Technical Writer |
|  | July 2013 to June 2014 | Consultant |
| Primus/Randstad deputed to Oracle | Feb 2013 to July 2013 | Technical Writer |
|  | Nov 2009 to Jan 2011 | Content Quality Associate |
|   | May 2008 to Oct 2009 | HR |

SKILL SET:

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| Tools | Knova, salesforce, Microsoft Office, Tutor, UPK, Adobe Framemaker, Adobe Captivate, Topaz, HTML & XML. |
| Operating Systems | Windows Server 2003 / XP |

EDUCATION

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| Education | University | Marks (%) | Year of Passing |
| B.Tech in Computer Science | Biju Pattnaik University, Orissa | 74.3% | 2008 |
| Intermediate in Science | C.H.S.E, Orissa | 66% | 2004 |
| Matriculation | I.C.S.E., New Delhi | 69% | 2002 |

PROJECT DETAILS

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| Company | Concentrix deputed to VMware, Bangalore |
| Duration | June, 2014 – Dec 2015 |
| Position | Technical Writer |
| Responsibilities | * Developed Troubleshooting, Informational and How to articles, user manuals and release notes for software products.
* Write online help, installation guides, user guides, system administration guides and other documents as required.
* Ensured that the documents are consistent with VMware style guidelines and use VMware templates.
* Collaborated with Authors and Knowledge Champions to determine necessary content updates.
* Collaborated with Production Support and development staff to collect and interpret technical information.
* Maintained document repository.
* Used existing templates to follow structure in documentation.
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| Company | Capgemini (CGBSIL), Bangalore |
| Duration | July, 2013 – June, 2014 |
| Position | Consultant |
| Responsibility | * Developed user manuals, release notes and training guides for software products.
* Wrote hardware and software documentation for client’s products and technologies.
* Collaborated with subject matter experts to determine necessary content updates.
* Gathered information for documentation by studying functional specifications (FS), working with product and interacting with cross functional teams.
* Collaborated with Production Support and development staff to collect and interpret technical information.
* Distil relevant information and present that information in an easy to understand format using text, screen shots, photographs, drawings, sketches, diagrams and charts.
* Contributed to and communicate documentation standards and provide training where required.
* Worked in a team environment and ensure all people in the project delivered in a timely manner.
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| Company | **Oracle, Bangalore** |
| Duration | Feb, 2013 – July, 2013 |
| Position | Technical Writer |
| Responsibilities | * Developed / updated documents and CBT’s as per requirement of the process owner.
* Developed process certifications/assessments as per requirement of the process team.
* Interacted with OU (Oracle University) team for content upload.
* Worked closely with the Documentation Controller to handle check-out requests of the Desk Manual repository.
* Received reviews at each stage and fixing them.
* Maintained the GFIC web page.
* Provided training to peers.
* Provided documentation support for automated projects.
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| Company | **Amazon, Chennai** |
| Duration | Nov, 2009- Jan, 2011 |
| Position | Content Quality Associate |
| Responsibilities | * Created product training using UPK.
* Interacted with design and development team to create a release note.
* Performed peer reviews and fixes.
* Ensure quality and timely delivery of e-book editing, Proof reading and quality check and other work that is assigned.
* Worked on special testing projects on a need basis.
* Used software tools for editing QA, workflow and data capture on a daily basis.
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| Company | **StaidLogic, Pune** |
| Duration | May 2008 - Oct 2009 |
| Position | Technical Recruiter |
| Responsibility | * Sourced suitable candidates as per the requirements of the company.
* Reviewed proprietary database and contact potential candidates and key industry sources.
* Thorough screening and short-listing of the resumes and submit initial slate of candidates to the Manager.
* Coordinated with the technical team for technical interview.
* Built vendor relationships for quick and better results for obtaining the right profiles at the right moment.
* Experienced in offer negotiation, sending e-offer, on boarding of the candidates and induction.
* Optimum utilization of posting the requirements on various job sites including most of the free sites for early submissions.
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