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:

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

EDUCATION

|  |  |  |  |
| --- | --- | --- | --- |
| 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

|  |  |
| --- | --- |
| 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. |
| 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. |
| 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. |
| 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. |
| 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. |