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91-9490213565

# Profile

* Responsible in End to End team management sourcing, executing & participating in process improvement dialogues.
* Ability to drive project plans with teams from operations, technology, client teams and other stakeholders.
* Experience in handling multiple projects and teams and responsible in project coordination.
* Ensure that all risks & issues are escalated to the management teams within an appropriate time frame
* Provide updates on project work to senior management, as well as, provide minutes and summaries of meeting action items
* Establishing an excellent relationship with all stakeholders and engaging with all stakeholders during the lifecycle of the initiative
* Potential for management of a team of Project Managers
* Have predominant experience in managing and leading project teams both onsite and offshore which yields to the successful mission completion in delivering qualitative products to the customers.
* Creating **Power BI** dashboards on daily basis by pulling the data from the customer database by SQL queries.
* **Certified** in Six Sigma Black belt**.**
* Completed **Business Analytics** 1 year course from **IIM Kolkata**.
* Excellent communication and interpersonal skills with proven abilities in resolving complex issues with internal and external stakeholders.
* Self-motivated, hard-working and goal-oriented with a high degree of flexibility, creativity, commitment, and optimism.

# AREA OF INTEREST

* Technical Writing, Project Management, and Business Data Analysis

# Technical Skills Summary

* Responsible for creating technical documents from complex information gathered from technical resources into clear, concise and simpler text documents.
* Possess good knowledge in the creation/revision of the **User Manual, User Guides, Online Help, Release Note, Installation Guides, Instructor Guides, Maintenance Manuals, and Training Materials.**
* Interacting with SMEs (Subject Matter Experts) for inputs and clarifications.
* Coordinating with all the team members with a good reputation for any kind of document related issues to get quicker resolutions.
* Creation of the Technical documents as per STE (Simplified Technical English) and MSTP (Microsoft Manual of Style) standards.
* Read and interpret Engineering drawings and Engineering reports.
* Possess good knowledge in tools such as Office 365, Arbor text Editor (Epic Editor), Adobe Acrobat professional, MS Visio, DITA, XML editor and Adobe Frame Maker (Structured and Un‐Structured).
* Training the new resources by transferring the knowledge of the project and the tools to familiarize the agenda and scope of work in the project.

# Experience:

Cyient Ltd, Hyderabad

Assistant Project Manager

*Apr 2014 - Till Date*

**Responsibilities**:

* Participated in kick-off meetings to understand product features and interacted with Program Managers to decide on the documentation schedule, work distribution and standards to be used for manuals.
* Identified audience needs and performed task analysis, planned documentation process, designed templates, layout and developed the content.
* Preparation of Business requirements and rules, Topic qualification and Planning, Execution and maintenance documents covering entire document range of DDLC.
* Consistently interact with the development team and product research team for a better understanding of the product.
* Interacted with respective project lead/SME, QA and developers to gather required information.
* Attend product team meetings to understand ongoing and proposed development and proactively update and kick-start the necessary documentation.
* Creation of documents for distinct phases like design requirements, assembly, test procedures, certification requirements, install guide and service manuals.
* Loading of the raw data provided by Boeing (airline reports) in the database provided by Boeing. Analyzing the reasons for which data is not loaded and load the corrected data.
* Convert raw data provided by Boeing (airline reports) every month to Extensible Markup Language (XML) format. Which is an industry standard for reliability data collection and exchange as per ATA SPEC2000 chapter 11 - Reliability Data collection/Exchange Standard. This is done by using RDPS tool.
* The data contains monthly flight hours and landings, schedule interruptions, maintenance actions and other data, all of which are critical in monitoring the reliability performance of the airplane fleet.
* The major part of analysis is to assign each event an Assigned System Number (ASN) and to determine if the event is Technical or Non-Technical for computing schedule Reliability.
* This data analysis can identify potential reliability improvement area by highlighting unusually high component removal rates. This results in improving the reliability by upgrading to a newer part configuration.Attending product team meetings to understand ongoing and proposed development and proactively update and kick-start the required documentation.
* Performing release audit, final quality control checks, peer quality control checks, and delivering the products with the quality and on time.
* Coordinating project management activities and information like product functions, servicing tasks and operational demo to the client on behalf of the program manager.
* Creating User Manuals and Confluence wiki pages for EFT & RDPS Software for Boeing client.
* Handled BA activities for RDPS based web and tablet (iPad) application developed for an Aircraft and Engine OEMs and operating customers.

Wipro Ltd, Hyderabad

Senior Technical Writer

*Mar 2009 - Mar 2014*

**Responsibilities**:

* Creation, Revising and updating of Component Maintenance Manuals by using Arbotext Editor (XML) for BAE Systems in Windchill Server.
* Key responsibilities includes handling the documentation for creating and reworking operating and repair manuals.
* RFQ of the Component Maintenance Manuals and sending it for review to the Client. Analyzing the inputs and estimating the efforts for the task.
* Creation, Revising and updating the Service Bulletins for BAE Systems.
* Responsible for carrying out peer quality checks (PQC) & final quality checks (FQC) for the Component Maintenance Manuals before delivering to the client.
* Analysing the production orders and identifying the customer specific changes.

Cyient Ltd, Hyderabad

Technical Writer

*Apr 2005 - Apr2009*

Responsibilities:

This project is aimed at Creation of Catalogue Sequence Numbers for Illustrated Parts Catalogue (IPC) of AIRBUS A320, A330&A340 series Aircrafts and incorporation of Service Bulletins into IPC by using CADABAS system.

* Creation of Catalogue Sequence Number for **AIRBUS A320, A330**, and **A340** Aircraft’s in **53** chapters and **25** chapters (Aircraft Interiors) on online **CADABAS TP-2** (Civil Aircraft Database System Technical Publication - 2) System provided by the client.
* Implementation of Service Bulletin into IPC of **A320, A330, and A340** aircraft’s using different modules in the **CADABAS** system.
* Responsible for revising the Illustrated Parts Catalogue of **A320, A330 and A340** Aircrafts.
* Implementation of Concession on in IPC of **A340-500 and A340-600** Aircraft’s.
* Responsible for carrying out peer quality checks (**PQC**) & final quality checks (**FQC**) for the Illustration Order before delivering to the client MIZ.
* Development of internal/external training documents for tools, process, and product.
* Take ownership of the work and complete time-bound projects, applying personal expertise substantiated by the company’s principles and client’s requirement.

# Standards and Software Expertise:

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| --- | --- | --- | --- | --- | --- |
| Authoring |  | Illustration |  | Standards |  |
| Oxygen XML Editor | C:\Users\Srilakshmi\AppData\Local\Microsoft\Windows\INetCache\Content.Word\5_Star_Rating_System_3_stars.png | Visio 2016 | C:\Users\Srilakshmi\AppData\Local\Microsoft\Windows\INetCache\Content.Word\5_Star_Rating_System_3_stars.png | Arbotext Editor | C:\Users\Srilakshmi\AppData\Local\Microsoft\Windows\INetCache\Content.Word\5_Star_Rating_System_5_stars.png |
| MS Office Suite 2016 | C:\Users\Srilakshmi\AppData\Local\Microsoft\Windows\INetCache\Content.Word\5_Star_Rating_System_4_stars.png | Power BI | C:\Users\Srilakshmi\AppData\Local\Microsoft\Windows\INetCache\Content.Word\5_Star_Rating_System_4_stars.png | Robo help | C:\Users\Srilakshmi\AppData\Local\Microsoft\Windows\INetCache\Content.Word\5_Star_Rating_System_3_stars.png |
| Adobe Frame Maker 2017 | C:\Users\Srilakshmi\AppData\Local\Microsoft\Windows\INetCache\Content.Word\5_Star_Rating_System_3_stars.png | Tableau | C:\Users\Srilakshmi\AppData\Local\Microsoft\Windows\INetCache\Content.Word\5_Star_Rating_System_4_stars.png |  |  |

# Academic Details

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| --- | --- | --- | --- |
| ***Degree*** | ***University*** | **Marks** | ***Year*** |
| Business Analytics | IIM Kolkata | 74% | 2018 |
| BSC AME | Singhania University | 73.2% | 2015 |
| Aircraft Maintenance Engineering | FlyTech Aviation Academy  Director General of Civil Aviation | 74% | 2001 |
| Intermediate (10+2) | Alfa Jr. College | 68% | 1997 |
| 10th | J M J English Medium School | 75% | 1995 |

# Certifications and Awards

* **Pride@Boeing Award** in Jul 2016 from Boeing Company
* **Associate of the month** award for the Month of October 2018
* **Team of the month** award for the month of Sep 2005, Oct 2006, Sep 2008 and Aug 2017.
* **Feather in my cap** award for outstanding performance in creation of CMM’s in July 2010.
* **Associate of the month** award for the Month of August 2005 and February 2008**.**

# Personal Details

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| *Date of Birth* | *20-01-1980* |
| *Nationality* | *Indian* |
| *Linguistic Proficiency* | *Telugu, English, Hindi* |