




# B S Divyashree

## Technical Writer

 #55, Vallabh Lake Side Apartment  
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3rd Cross, Vittal Nagar, ISRO Layout  
Bangalore – 560078  
Landmark: Next to Deodate Public School

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## Profile Objective

Qualified and experienced Technical Writer with expertise in product and instruction manuals. Highly organized, precise and logical. I am confident and capable in developing user manuals, program documentation, training manuals, and operational procedures. I am seeking a full-time role where I can utilize and further develop my skills.

**Core Skills:** Software documents, Structure Authoring, Documentation management

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## Experience

### Senior Technical Writer

*AscentHR / February 2019 – February 2021*

*AscentHR empower people practice through best-practices in the HR industry. Streamline custom HR workflows from pre-hire to retire. Integrate time, attendance and leave management using our robust HCM solution. Solve bottlenecks at every step with our experiential solutions. [www.ascent-online.com](http://www.ascent-online.com)*

- Create requirement documents for software development in the form of user story.
- Create written content for user manuals, catalogues, product updates, process documentation, training packages and safety data.
- Edits functional descriptions, standard operating procedures (SOPs), system specifications, user manuals, special reports, drawings, customer deliverables and documents.
- Possess a good understanding of Document Development Life Cycle (DDLCC).
- Proficient in Information Mapping and other standard methods of presenting documentation.
- Supply documentation for all projects in a timely and efficient manner.
- Liaise with publishing manager, engineers, designers, manufacturing and Subject matter expert.
- Attend discussions/demos, install and learn software, and document new features/workflows and related updates.

### Technical Writer

*MPS Limited / March 2016 – July 2018*

*MPS is a leading global provider of platforms and content solutions for the digital world. It is now a global partner to the world's leading enterprises, learning companies, publishers, libraries, and content aggregators. [www.mpslimited.com](http://www.mpslimited.com)*

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- Attend discussions/demos, install and learn software, and document new features/workflows and related updates.
- Responsible for E2E planning, development, delivery and maintenance of the product documentation.

### Team Lead – Data Delivery

*MPS Limited / March 2011 – February 2016*

- Proofreading, analyzing, and reviewing the documents for format, consistency, grammar, syntax, spelling, accuracy, adherence, and compliance with set standard guidelines.
- Leading, mentoring and monitoring the performance of team members to ensure efficiency in operations and meeting the individual as well as group targets.
- Knowledge of various style guides and company specific style guides.
- Delivering projects against agreed scope, budget, schedule and customer expectations.
- Producing stage plans, highlight reports, risk logs, requests for change etc.
- Monitoring project risks and scope creep to identify potential problems and proactively identifying solutions to address them in advance.
- Responsible for client progress meeting on and offsite, cost control, variation claims, invoice payment resolution.

### Assistant Team Lead – Data Delivery

*MPS Limited / March 2011 – February 2016*

- Analyzing and reviewing the content, and if there is the need, suggests changes to the writer/copy editor.
- Checks the content for factual errors, contradictions, and inconsistencies.
- Analyzing and reviewing activities that ensure the implementation of processes, procedures and standards in context to developed software and intended requirements.
- Verification of developed software with respect to documents and prevent from bugs/error/defects.

### Executive – Data structuring XML

*MPS Limited / May 2005 - February 2011*

- Preparing instruction sheet, specification and samples for a book.
  - Analyzing Document Type Definition (DTD), generating the xml files form text/Word/Tiff files.
  - Styling - consistent headings, fonts, colors etc.
  - Generate **ELECTRONIC-BOOKS**: e-Book is Web-Ready PDF Files - as quality analyst – Merging the Web pdfs into one single PDF file with the entire books content (including, front cover, front matter, sections, parts, chapters, back matter), according to the given Page range.
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### Achievements and Certification

- Juggled multiple projects simultaneously and successfully met all deadlines and managed time effectively with minimal supervision.
  - Received commendation for my clear and concise writing and accurate product SOPs.
  - Productivity and Quality Award in consecutive quarters presented by the MPS Ltd. for data delivery of Royal Society of Chemistry and John Wiley Projects.
  - **Strengths**: Adaptability, Collaboration, Strong Work Ethic, Problem Solving Creative Thinker, Fast Learner.
  - **Certification**: Advanced **Technical Writing** Course from **TechTotal Soft Systems**, Bangalore.
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## Technical Writing Tools-Software

Publishing Tool: Microsoft Word, Adobe Frame Maker, Ultra edit, XMetal 3.0

Graphics Tool: Adobe Photoshop, Ms Paint, Ms Visio, Snag it

Help Tool: Adobe RoboHelp

Presentation Tool: Microsoft PowerPoint

Language: HTML and XML

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## Educational Qualification

- Bachelor of Science in Information Technology (**B Sc IT**), KSOU, Bangalore.  
Period from 2005 to 2007
- Diploma in Computer Science, MEI Polytechnic, Bangalore.  
Period from 2001 to 2004

## Personal Details

Name: B S DIVYASHREE  
Date of Birth: 25 January 1985  
Marital status: Married  
Husband Name: DIWAKAR BN  
Children: 1  
Languages known: English, Hindi, Kannada, Telugu  
Nationality: Indian  
Interests: Badminton, Cricket, Music, Reading and Trekking

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## Declaration

I hereby declare that the information given above by me is true, complete to the best of my knowledge.

Date :

Place : Bangalore

(Divyashree B. S.)