

Curriculum Vitae

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Summary

A seasoned technical writer with 7+ years of experience in various aspects of writing, content development, and reviewing, and 3+ years as a content editor.

SkillSet

- Experience in GitHub, Tower, Atom, and Swagger
- Worked with knowledge management tools (Oracle SymWise) and methods
- Experience in tools such as Microsoft Office Suite, Epic Editor (XML editor), and FrameMaker
- Aptitude to grasp technical concepts easily and write complex features in a clear and precise manner
- Excellent command in English language and good communication skill
- Keep myself updated with various online courses and by attending workshops and conferences (STC)

Current Assignment: Freshworks (May 2018-Till date)

Job Responsibilities for Senior Technical Writer

- Responsible for planning, writing, and maintaining Developer app documentation.
- Review, restructure, and add value to blogs (developer, PM).
- Work across six products and collects information required for feature releases or other updates.
- Work in sync with developers and product PMs for timely releases.
- Review newsletters and other content.
- Document API content for products.

Current Assignment: Symantec (June 2015-March 2018)

Job Responsibilities for Technical Writer and Knowledge Management:

- Develop Knowledge Management (KM) strategy collaborating with managers, with a roadmap for implementation.

- Prioritize the core functions (authoring, reviewing, publishing, retiring) in KM
- Provide training and support to new hires, authors, and publishers
- Publish external facing content for clients and customers.

Previous Assignment: HCL Technologies (April 18 2013-May 2015)

Job Responsibilities as Technical Writer:

- Determine documentation requirements by working with engineering teams to obtain a complete understanding of the product.
- Produce high-quality technical documentation that meets the required standards and is appropriate for end users.
- Organize and write supporting documents such as user interface text, online help, and developer guides.
- Test online help and update documentation bugs for releases.
- Present deliverables that go for specific releases to the team.
- Perform editorial review for all types of documents.

Previous Assignment: Origin Learning Solutions (April 2012-Feb 2013)

Job Responsibilities as Content Editor:

- Review grammatical errors, omissions, and inconsistencies in content.
- Review graphics to detect errors.
- Verify corrected copies in order to ensure that all corrections have been made.
- Define checklists.

Previous Assignment: Element K/ Skillsoft (June 2008-Feb 2012)

Job Responsibilities as ID and CE:

- Identify the target audience and design, develop, and review the depth of the content to be covered.
- Storyboard and collaborate with multimedia developers to visualize graphics and animation designs.
- Write glossary and appendices and mapping content with learning objectives.
- Interact with SMEs to validate technical accuracy of content.
- Review graphics and animation components developed by the multimedia team.
- Correct grammatical errors, omissions, and inconsistencies.
- Provide assessments and activities that enhance the learning process.

Academic Qualifications: M Phil Physics and M.C.A

Languages Known: English, French, and Tamil