**CURRICULUM VITAE**

**Sumangla Vegad**

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**CAREER SUMMARY**

Analytical and detail-oriented Technical Writer, havingvast experience in rendering technical details into readable/usable documentation, a strong background in writing with excellent editing and proofreading skills, written communication skills; can work independently or in a team environment.

**CAREER OBJECTIVE**

Equipped with 9+ years of experience as a Technical Writer/Editor, I am seeking a challenging position in [industry], which will allow me to apply my technical writing skills and expertise in a fast-paced dynamic company.

**WORK EXPERIENCE**

**Primary Experience: - User Manuals, Installation Manuals, Training guide, SOP, and Release notes.**

**Environment – Agile methodologies and waterfall methodologies.**

**SYNECHRON TECHNOLOGIES LTD (PUNE)**

**Senior Associate Technical Writer – from Jan 2019 to till date**

**Project Details**

**Insurance – Transamerica (Technical Writing)**

* Creating the user, guide document from scratch for a hedging finance application.
* Design, organize, and arrange documents to ensure timely release of materials.
* Working closely with SME and project m, manager.
* Communicating with offshore SME over the call and emails for the input reviews.
* Conducting interviews, research, and run tests to ensure the accuracy of the Information in the knowledge base repository; perform comprehensive audits and make updates as needed.
* Creating graphical images, flowcharts, and diagrams as per the requirement.

**Banking- HSBC (Presales Work)**

* Worked closely with the team of inside and cross-functional interactions with marketing and technical teams, wherever needed
* Helped pre-sales & PMO team in proposal development, creating internal presentations & reports in PowerPoint / Excel
* Supporting sales team and account heads for creating/recreating collaterals
* Gathered proposal information by identifying sources of information; coordinating submissions and collections; identify and communicating risks associated with proposals.

**FREELANCER**

**From 1ST Feb 2018 to Dec 2018 (Technical Content Writer)**

* Created content marketing campaigns to drive leads and subscribers to use SEO best practices to generate traffic to our site.
* Regularly produce various content types, including email, social media posts, blogs, and white papers
* Actively managed and promote our blog, and pitch articles to relevant third-party platforms
* Analyzed content marketing metrics and makes changes as needed.

**INFOSYS TECHNOLOGIES LTD (PUNE)**

**Technical Writer** (**22nd April 2013 –Till Jan 2018)**

**Roles & Responsibilities**

* Gathered, analyzed and formatted existing documentation to include in deliverable
* Editing, writing, and proofreading publications
* Analyze the written communication and making substantive changes when necessary
* Proficiency skill in Microsoft Office programs, including Word, Excel, and PowerPoint
* Well acquainted with Software Development Life Cycle and Document Development Life Cycle.
* Exposure in planning, researching, writing, editing, and producing documentation.

**PROJECT DETAILS**

**Banking – HSBC (Technical Writing Work)**

* Writing and editing the content for proper technical flow.
* Formatted the document.
* Created workflow diagrams in MS Visio 2013.
* Worked with SMEs, interaction designers, and project manager to understand the requirements and the functionality.
* Interacted and communicated with the client by calls and e-mail.

**Healthcare –CAREMARK**

**Desktop Procedural writing and Training guide**

* Generated SharePoint Application Desktop Procedural guide for end users using MS word.
* Created application Training guide (deck) for the trainer’s using MS PowerPoint.
* Understand the SharePoint application through hands-on, on the application
* Reviewed the documents for maintaining quality.

**TECHYOLK IT SOLUTIONS (JABALPUR)**

**Content Writer (July 2009 to Sep 2012)**

* Researched industry-related topics (combining online sources, interviews, and studies).
* Writing a clear marketing copy to promote products/services.
* Proofread and edit blog posts before publication.
* Conducted simple keyword research and use SEO guidelines to increase web traffic.
* Ensured all-around consistency (style, fonts, images, and tone).
* Updated website content as needed.

**ACADEMICS**

**Graduation:** 2010Bachelor of Commerce (B.Com)from (Rani Durgavati University Jabalpur)

**HSC:** 2007 National Institute of Open Schooling.

**SSC:** 2005 Madhya Pradesh Board.

**PROFESSIONAL CERTIFICATION**

**2020- Udemy Certification**

API Technical Writing, API Documentation, Agile Scrum, Scrum Master, Agile Business Analysis, Unit Testing, and Test Development, Introduction to cloud computing, DevOps for beginners, Business & Technical Writing, Business Writing, Blogging & Content Writing.

**2019-** Capital Market

**2017 -** Project Communicare Infosys Internal Certification

**2015 -** Design Thinking- Infosys Internal Training

**2014 -** Introduction of Technical writing- Infosys Internal certification

**2014** - Basic of SQL– Pune

**TECHNICAL TOOLS SKILLS**

**Desktop Publishing Tools:** MS-office and Framemaker

**Help Authoring Tool:** - Google Docs, Word Press, Madcap flare 2017 and Adobe RoboHelp

**Graphics Tools: -** Paint, MS-Visio, and Photoshop

**Screen Capturing Tools:** Snag IT and Snipping

**PROFESSIONAL STRENGTHS**

* Flexibility
* Punctuality
* Self-confidence
* Teamwork
* Problem-solving
* Positive Attitude
* Willing to learn new technologies