

# BERLIN

Technical Writer

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## CAREER OBJECTIVE

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To positively contribute for the success of our Organization through my persistent hard work & commitment, thus providing a platform to explore myself fully and realize my potential in a challenging and creative environment.

## PROFESSIONAL SUMMARY

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- A Proficient Technical Writer with 3 years of experience in field of Technical writing providing end-user information that is lucid & precise.
- Documented goal oriented User Manuals in coordination with managers and subject matter experts (SMEs).
- Demonstrated on-time delivery, adhered to aggressive deadlines without compromising on quality, and worked under immense pressure situations.
- Good knowledge of DDLC & SDLC development models: Agile methodology.

## TECHNICAL AND SOFTWARE SKILLS

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<b>Documentation Expertise</b>	User Manuals, Installation Guides, Online Help Manuals, Release Notes and Maintenance Manual
<b>Authoring Tools</b>	CMS, Oxygen XML, Arbortext Editor, Adobe FrameMaker, and MS Word
<b>Help Tools</b>	Adobe RoboHelp and SnagIt
<b>Markup Languages</b>	XML, SGML and HTML
<b>Process and Methodologies</b>	DITA, Software Development life cycle (SDLC) and Documentation Development Life Cycle (DDLC)
<b>MS Office Suites</b>	Word, Excel and PowerPoint
<b>Standard Documents</b>	Microsoft Style for Professional Technical Communications (MSTP) and STE

## WORK EXPERIENCE

### **FLOWSERVE, Bangalore**

#### **Technical Writer (March 2021 – Present)**

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##### **Responsibilities:**

- Creation and revision of User Manuals, Installation Guides, and Structural Repair Manual in SGML/XML formats.
- Created, designed and formatted documents for requirement analysis.
- Analyze the inputs received from the customer's and SMEs. □ Do impact analyze of allocated work package.
- Develop software product documentation such as user guides and deployment guides.
- Involved in the migration of the documentation sets between the publishing tools – from FrameMaker/Word to XML.
- Prepared Weekly Based Report (WBR) and final Release Document (Release Notes).

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### **Nexgen technologies services pvt ltd, Bangalore**

#### **Technical Writer (Jan 2020 to March 2021).**

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##### **Responsibilities:**

- Prepare Documentation for Enterprise Resource Planning (ERP) software programs to fully understand operational issues.
- Author, edit, proofread, publish and update Manuals/End-user guides/Product Descriptions/Troubleshoot Guides/Help-texts for ERP Software Products.
- Formats, prepares, writes and revises technical documentation related to different modules.
- Work with internal teams to obtain an in-depth understanding of the product and the documentation requirements.

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### **Eureka window systems pvt ltd, Bangalore**

#### **Technical Writer (June 2018 – Aug 2019)**

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##### **Responsibilities:**

- Prepare Documentation for Internal software programs to fully understand operational issues.
- Author, edit, proofread, publish and update Manuals/End-user guides/Product Descriptions/Troubleshoot Guides/Help-texts for ERP Software Products.

Formats, prepares, writes and revises technical documentation related to different modules.

- Work with internal teams to obtain an in-depth understanding of the product and the documentation requirements.

## **PROFESSIONAL EFFICIENCIES**

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- Good Oral & Communication skills.
- Leadership qualities as well as has the ability to work as a Team member.
- Able to work with limited supervision.
- Good interpersonal skills and good creative skills.
- Good Management and organizational skills.
- Has the ability to work in a dynamic environment.
- Able to finish assigned tasks and projects on schedule.
- Sharp, observant and a fast learner.
- An energetic, unique thinker and eager to learn new technology.
- Ability to do Multitasking and can sustain higher work pressure

## **EDUCATIONAL QUALIFICATION**

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- B.E (Mechanical), Dr. T Thimmaiah Institute of Technology, VTU [2015] with 64%
- Diploma (Mechanical), Government Polytechnic KGF [2013] with 70%
- SSLC, St. Marys, High School, KGF [2010] with 60 %

## **PERSONAL PROFILE**

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Name	: Berlin M
Father's Name	: Micheal
Date of Birth	: 05-March-1993
Languages Known	: Kannada, English and Tamil

## **DECLARATION**

I hereby declare that the above information is true to the best of my knowledge and belief.

**Berlin M**