

PRAKASH CHAND RAJWAR

Senior Technical Writer

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Summary

Technical Writer with 9+ years of experience in the software, automobile, and aviation industries. Proven ability to write clear, concise, and easy-to-understand content for multiple channels. Well-versed in the product documentation life cycle with excellent content organization skills. Experienced in writing Rest API documentation, Release Notes, User Guides, and Technical Guides.

Experience

Blume Global	Bangalore
Sr Specialist - Technical & Product Documentation	2021 - Present

- Developed comprehensive user guides from inception, streamlining information delivery and enhancing user understanding, resulting in improved product adoption and reduced support queries.
- Crafted API guides, Release Notes, and quick reference materials, guaranteeing transparent and user-friendly documentation for developers, users, and stakeholders. This effort significantly improved the implementation process and streamlined product updates for enhanced user experience.
- Produced instructional videos for end users, enhancing the learning experience and promoting effective user engagement with the product.
- Generated user documentation available in both web help and PDF formats, facilitating accessibility and accommodating diverse user preferences.
- Reviewed Jira tickets for a Software as a Service (SaaS) product, transforming insights into meaningful release notes. Updated user documentation to align with changes, ensuring users stay well-informed and up-to-date with the product's evolving features and enhancements. This proactive approach enhances user engagement and understanding.
- Collaborated seamlessly with stakeholders to guarantee the production of flawless end-user documentation, fostering a shared commitment to quality and user satisfaction. Offered mentorship to junior technical writers, contributing to their professional growth and fostering a collaborative and supportive work environment.
- Possess proficiency and expertise in utilizing DITA XML for the creation of structured and modular documentation, ensuring clarity and scalability in technical content development.
- Competent in using Oxygen XML Editor for XML-based document authoring and editing.

Nexteer Automotive	Beangalore
Senior Technical Writer	2020 - 2021

- Direct experience in utilizing IBM JAZZ and Rational Change for effective project management and streamlined version control, contributing to the efficiency and success of project workflows.
- Showcased expertise with Rational DOORS, applying meticulous documentation practices to ensure precision and clarity in managing requirements and associated information. This commitment to detail enhances the accuracy and comprehensibility of documentation, contributing to effective project management.
- Utilized a versatile skill set, spanning various tools and technologies, to bridge the divide between technical intricacies and user comprehension. This approach facilitated a more seamless and user-friendly experience, ensuring effective communication between technical aspects and end-user understanding.

Experience

ThoughtFocus

Senior Engineer

Mysuru

2019 - 2020

- Held accountable for conducting the final quality check, ensuring that deliverables meet the standards set by the customer.
- Preparation and Maintenance of Quality documents such as checklists, external quality tracker, error analysis and other documents related to quality certifications.
- Interviewing SME/developer on Technical Clarification, design and development of curriculum related to engineering, statistics and quality.
- Authored procedures pertaining to In-Flight Entertainment (IFE) software using Simplified Technical English (STE).
- Creating training plans and training materials for the team.

P3 Consulting Engineering Private Limited





Engineer

Bangalore

2014 - 2019

- Conducted training sessions to familiarize new staff with PTC Arbortext Editor and various project documents, empowering them with essential skills for making effective contributions to ongoing projects.
- Read and rewrite diagnostic troubleshooting and maintenance procedures to maintain consistency and quality.
- Managed a team of 6 technical writers over a 9-month ATA 44 and ATA 25 project.
- Responsible for off-shore work planning, scheduling, prioritization, work allocation and tracking & monitoring of work orders.
- Responsible for assisting team lead in off-shore work planning, scheduling, prioritization, work allocation and tracking & monitoring of work orders.
- Worked as an On-site coordinator at client location (Hamburg) for 6 Months.
- Performing root cause analysis (RCA).
- Effective communication with the customer in raising queries, work order deadlines and non-conformity management.

Strengths

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|  Clear Communication
Adept at writing clear, concise, and easy-to-understand content for diverse audiences. |  Industry Expertise
Extensive experience in aviation, automobile, and software industries, showcasing versatile knowledge. |  Content Organization
Skilled in managing the product documentation life cycle and maintaining excellent content organization. |
|  Technical Writing Skills
Proficient in crafting Rest API documentation, Release Notes, User Guides, and Technical Guides. | | |




Education

Alpine Institute of Aeronautics

Aircraft Maintenance Engineering (Aviation)

2008 - 2011

Achievements

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|  Creation
Created Shipment Services and CarrierGo user guides from scratch for Blume Global. |  Documentation Types
Produced user documentation in both web help and PDF formats for Blume Global. |  Mentorship
Provided mentorship to junior technical writers and staff at Blume Global. |
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Achievements



Quality Check

Responsible for the final quality check and ensured quality of deliverables at ThoughtFocus.

Skills

Camtasia • User Documentation • DITA XML • Oxygen XML Editor • API Documentation • Snagit