

Vignesh G.
Technical Writer

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Professional Summary:

- **Five years** of experience in Technical Writing.
- Currently working with Boeing India Pvt. Ltd., as Engineering Data Author (technical writer).
- Working on user assistance manuals for various in-flight components/parts.
- Adept at explaining complex technical concepts/procedures to professional users in a clear and concise language using Simplified Technical English (STE) in a DITA-based software.
- As a Quality Focal and a Scrum Master for specific projects assigned, directly responsible for completion of tasks within the determined sprint.
- Conducting knowledge sharing sessions on new learnings.
- Part of e-learning team and created numerous e-learning modules related to the project.

Organizational Experience:

August 2018 -Present

Boeing India Pvt. Ltd.

Engineering Data Author

Responsibilities:

- As a member of technical writing team at Boeing, responsible for analyzing various input documents such as engineering drawings, user comments, service bulletins, or messages directly coming from the customer about various Boeing or supplier products installed in the Boeing aircraft.
- Writing detailed procedures to aid the technician or end users (airline customers) to get the part fixed using DITA and XML based authoring tool (Arbortext Editor).
- As a Quality Focal, doing quality checks of entire team and directly approving their work if found to be without defects.
- Delivering defect-free product to the end user in a form that the user can easily understand.
- Managing work assignments in a Content Management System (CMS).
- Working as a Scrum Manager for particular tasks and engaging the team in scrum meetings and breakup sessions. Also conducting sprint reviews with US stakeholders and based on their feedback, conducting sprint retrospective meetings.
- Resolving the queries of team members and coordinating with the SMEs to resolve queries and deliver on-time.
- Conducting Knowledge Sharing sessions to the team on a regular basis.
- Associated with mentoring and learning activities of the team and involved in e-learning (LMS) activities using Adobe Captivate software.
- Participating in program level ISO 9001 and AS9100 audits at both internal and external levels.

May 2016 –July 2018

Capgemini Technology Services Pvt. Ltd.

Process Associate

Responsibilities:

- Analyzing source documents to write detailed procedures for maintenance and installation of in-flight components in aircraft manufactured by Bombardier.
- Authoring using a DITA-based, XML tool (Arbortext Editor) and publishing the manuals in Interactive Electronic Technical Publication (IETP) format.
- Using SAP to download inputs, to author the detail list of parts for procurement and also to find the next higher assemblies of components.
- In SAP, used the following T-codes: MM03, ZCS12 and ZCS15 for analysis.
- Authored data modules in the Configuration Control Workbench.
- Performing quality checks of peers.
- Coordinating with the SMEs regarding doubts over phone calls or chat.
- Mentoring and on-boarding new joiners.
- Conducting knowledge sharing sessions on rejections using e-learning modules.
- Developed a single source e-learning portal for all authors to brush up existing skills as well as for new joiner to learn new skills.

Technical Skills:

Have hands-on experience on the following tools:

- Darwin Information Typing Architecture (DITA)-based tool, PTC Arbortext Editor.
- SAP (for IPC-Illustrated Parts Catalog)
- ENOVIA
- Adobe Captivate
- SnagIt
- Common Source Database (CSDB)-Control Station (Content Management System)
- Authoring and Illustration Repository and Extraction System (AIRES)
- MS Office
- Adobe Acrobat
- CATIA
- AutoCad

Education:

- B.E in Aeronautical Engineering from Park College of Engineering and Technology (affiliated to Anna University), Coimbatore (2015 batch).

Personal Details:

Date of Birth : 02/12/1993
Languages Known : English, Hindi, Tamil, Konkani and French.