

KOMAL AMAR PARDESHI

INFO DEVELOPER || TECHNICAL WRITER || API WRITER || CONTENT DEVELOPER

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PROFILE

Creating various Software Documents with 5+ years of experience which helps the audience to understand the Product/Software easily. My goal is to be successful and contribute to the growth of the organization through the challenging career in challenging environment.

DOCUMENTATIONS

API Documentation
Release Notes
Administration Guide
Security Guide
Deployment Guide
Online Help
User Guides
Installation Guides
Service Bulletins
Maintenance Manual

EXPERIENCE

MASTERCARD

Content Strategy Analyst

October 2021

- Working as a content developer with a focus on Service Provider Solutions documentations development and management for MI Issuing.
Working on **XML** The guide describes the API for the MI Issuing. Responsible for creating, updating, and publishing end user
- documentations for various MASTERCARD Products - such as **Release Notes, Administration Guide, Security Guide, Deployment Guide, Online Help, Configuration Guide, and Installation and Service Manual**. Restructure and rewrite existing content to reflect substantial changes in aesthetics and functions of the software.
- Updated documentations to a DITA based XML system with content authored in XMetal and maintained in SDL Publication Manager.
- Provide the output in PDF and HTML format.
Update the Confluence wiki on the task status.
Knowledge of Markdown and ALM.

SOFTWARE TOOLS

XMetal
Oxygen XML
R4i (XML)
Arbor text Editor
Adobe
FrameMaker
Microsoft Office
Snag IT

EDUCATION

AIRCRAFT MAINTENANCE ENGINEERING

DGCA

2015-2018

ROCKWELL COLLINS

Technical Writer

May 2019 - September 2021

- Involved in the creation and revision of Software/Hardware Guides.
- Created various Guides like: **User Guides, Quick Start Guides, Installation Guides, Release Notes, Service Bulletins,** and **Maintenance Guides.**
- Good Knowledge of **SDLC** and **DDLC** process.
- Knowledge of **XML** and **DITA** concept.
- Good Knowledge of **Application Programming Interface (API) Documentation.**
- Involved in Interactions with **Customers, Subject Matter Experts (SME)** and **Stake Holders** for all Technical Queries.
- Participated in Peer Reviews Checks, Proofreading, and Quality Checks for various Projects.
- Sound knowledge of **Technical Writing principles, standards,** and **methods.**
- Knowledge of **Simplified Technical English Rules (STE).**
- Knowledge in analyzing **Engineering Drawings, Change Requests, Bill of Materials (BOM), Customer Requests (CR),** and **Engineering Order (EO).**
- Working Knowledge of **XML, SGML, HTML,** and **JSON Editor.**
- Knowledge of **Markdown** and **Github** concept.