

Dilip Rout

Senior Information Developer

Hyderabad, India



Summary

- Seasoned Technical Writer with over a decade of proficiency crafting user-centric content across Software, Hardware, and Aerospace sectors.
- Eager to contribute dynamic expertise to an innovative organization, leveraging strong technical writing skills to drive project success and surpass user expectations with superior documentation.
- Committed to upholding industry standards, staying abreast of emerging technologies, and refining content processes to meet evolving user and stakeholder demands.

Core Competencies

- Rapid comprehension of complex technical writing concepts, utilizing pre-release software and internal documentation resources.
- Proficient in DITA/XML, HTML, and SGML authoring, employing advanced techniques such as Single Sourcing and Context-Sensitive Help.
- Research, develop, and refine precise product documentation for diverse audiences, ensuring adherence to style standards and minimizing redundancy in editing processes.
- Effective collaboration with cross-functional teams, conducting expert interviews, and working proficiently in agile environments to deliver high-quality content for various deliverables.
- Systematic prioritization, multitasking, and deadline management, creating tailored checklists for meticulous document validation and verification without compromising quality.
- Efficiently manage content using CMS and Source Control Systems, maintaining multiple versions and deep understanding of Document Development Life Cycle and Software Development Life Cycle.
- Proactive enhancement of documentation based on customer and internal user feedback, staying updated on market trends and emerging technologies to drive continuous learning and growth.
- Excellent interpersonal skills for seamless collaboration in dynamic environments, operating both independently and within geographically distributed teams to achieve project objectives efficiently.
- Tool Expertise

Authoring Tools

- Madcap Flare
- IXIASoft CCMS
- Microsoft Office
- Arbortext Editor
- Adobe FrameMaker
- Webworks ePublisher

Illustrator Tools

- Microsoft Visio
- Adobe Illustrator
- Inkscape

Video Tools

- Techsmith Camtasia
- Adobe Captivate

Graphic Manipulation Tools

- Microsoft Paint
- SnagIt
- Visio
- GIMP

PDF Editing Tools

- Adobe Acrobat Professional

Professional Experience



Infinite Blue, Hyderabad | Senior Information Developer

May 2019 – Present

- Directed technical writing initiatives in high-tech industries, independently managing and optimizing documentation processes while ensuring strict adherence to product's style guidelines and writing standards.
- Leveraged advanced proficiency in XML-based authoring systems, notably Madcap Flare, to create and maintain diverse technical materials such as Documentation, Videos, Tutorials, User Guides, and Training Resources.

- Utilized JIRA proficiently to demonstrate strong project management skills, efficiently handling multiple writing projects with varying deadlines in fast-paced agile environments, and maintaining a consistently high level of quality and accuracy.
- Leveraged Confluence for enhanced collaboration directly with Subject Matter Experts (SMEs) and Stakeholders. Captured internal documentation, gathered feedback, conducted detailed interviews, analyzed product requirements and user stories, and developed tailored technical content for end-users.
- Actively contributed to software testing processes to download pre-release software builds from TeamCity while providing valuable insights, reporting technical issues, and ensuring seamless alignment between documentation and product functionality.
- Implemented Google Analytics for data-driven insights and incorporated a robust feedback mechanism on documentation pages to gather user input effectively, optimizing user experience and content relevance.
- Demonstrated proficiency in source control systems, particularly utilizing GitHub for documentation source control, versioning and staging pre-release documentation for better collaboration with global teams.
- Provided UX writing for software UI messages, enhancing user experience and ensuring clear communication of technical concepts through the interface.
- Evaluated and implemented a variety of CSS frameworks, JavaScript libraries, and HTML enhancements to improve the functionality and design of documentation websites, optimizing user accessibility and engagement with technical content.
- Leveraged AI tools for enhancing documentation tasks, highlighting a comprehensive and adaptable approach to technical writing workflows.



Progress Software, Hyderabad | Information Developer

July 2018 – April 2019

- Independently managed and enhanced documentation processes, encompassing creation, maintenance, estimation, and scalability.
- Developed a diverse range of materials including documentation, videos, webinars, tutorials, User Guides, training resources, whitepapers, exams, and certifications.
- Thrived in a fast-paced Agile setting, seamlessly navigating between multiple projects to meet stringent deadlines.
- Conducted in-depth interviews with subject matter experts, analyze product requirements and user stories, and create technical content for end-users on software installation, configuration, reporting, data management, and application integration.
- Actively participated in software testing, providing valuable recommendations, reporting technical issues, and ensuring content aligns seamlessly with product functionality.
- Adhered and contributed to organizational content standards, utilized approved templates and best practices, suggested process enhancements, and engaged in peer reviews to drive continuous improvement.



Proxim Wireless, Hyderabad | Technical Writer

November 2016 – July 2018

- Collaborated closely with Development Engineers, Quality Engineers, Product Management, Release Managers, Subject Matter Experts, and users to gather comprehensive information.
- Produced and refined Deployment and Installation Guides for Hardware and Software Applications through thorough technical document reviews and interviews with developers, technicians, and business users.
- Contributed to enhancing the Software Development Life Cycle within an agile environment, actively seeking opportunities to improve documentation processes.
- Ensured writing assignments met rigorous standards for order, clarity, conciseness, style, and terminology.
- Extracted and organized crucial information from Functional Specifications Document (FSD) and Product Requirements Document (PRD) provided by the Development Team.
- Developed User stories/Test Cases to enhance documentation references and maintained quality throughout the Authoring, Proofreading, and Delivery Process.
- Authored a diverse range of documentation, including Installation, Recommendation, Reference (CLI), Safety & Regulatory (Product Certifications), Network Management, Bridge & Routing, Link Configuration, Device Management, Frequency & Channel Management Guides, among others.



Cyient, Hyderabad | Design Engineer (Technical Publication)

June 2013 – October 2016

- Developed and refined Component Maintenance Manuals (CMMs) by meticulously analyzing Engineering drawings, Bills of Materials, Testing procedures, and Repair protocols, ensuring accuracy and compliance with industry standards.

- Updated and maintained T-Files and Component Data Forms (CDFs), providing crucial technical information to end users promptly and effectively.
- Integrated Service Bulletins (SBs) into CMMs, enhancing the documentation with the latest updates and ensuring users have access to the most current information.
- Produced and updated a range of technical documentation including Technical manuals, User Manuals, Installation Guides, and End-user Documents, tailoring content to meet client specifications and user needs.
- Designed and implemented a Standard Document Format (Template) to streamline and align all technical and operational Standard Operating Procedures (SOPs), optimizing documentation consistency and usability.
- Utilized industry-leading style guides such as the Microsoft Manual of Style (MSTP) and Simplified Technical English (STE), while also adapting to company-specific style guides, ensuring adherence to best practices and consistency in documentation.
- Collaborated closely with Subject Matter Experts (SMEs) to gather and comprehend complex technical information, translating technical details into user-friendly content.
- Familiarity with data banks like AIRBUS SUPPLY, facilitating access to critical data and resources for documentation purposes.



Certifications

- Learn API Technical Writing: JSON and XML for Writers | Udemy
- Learn API Technical Writing 2: REST for Writers | Udemy
- User Experience: The Beginner's Guide | IDxF
- Google Analytics for Beginners | Google
- Learning GitLab | LinkedIn
- MadCap Flare 12 Essential Training | LinkedIn



Education

Singhania University, Rajasthan Bachelor of Science	2014
Flytech Aviation Academy, Hyderabad Aircraft Maintenance Engineering	2011
Sri Chaitanya, Hyderabad Higher Secondary	2016
St. Joseph's, Secunderabad Secondary School	2016