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| **Executive Summary**  Experienced in Marketing, Finance, Technical Support, People Management, Technical Writing, & Translations.  Highly proficient in the following:   |  |  |  | | --- | --- | --- | | *Managing client service relation* | *Detail requirement gathering* | *Data mining* | | *Inscribing technical documents* | *Managing change request* | *People management* | | *Interaction with people at all levels* | *Building high performance team* | *Market research & brand building* | | | |
| **Work Experience**  **2010 –Present Freelance Consultant**  *Freelance Consultant Technical Writer, Author and Translator (German to English) Machine Translation Post Editing & Proof-reader in domains like Marketing, People and Project Management, IT Networking, Technical Support, Engineering, Automobile, Electronics, Medical and Consumer Products.*  **2010 –2018 R Systems International Ltd**.  *As Project Leader-Technical Writing, responsible for managing PCB MES PanaCIM software documentation from planning through release. Manage cross functional team collaboration, recreate customer complex software environment in ESXi server, and manage change request. Inscribe functional specifications, release notes, installation guide, user manuals, and training manuals. Manage product specific training for new recruits.*  **2002 –2010 Convergys India Services Pvt. Ltd.**  *-Senior Team Leader for Microsoft Enterprise Platform Support process. -Technical Lead &, Network Engineer for Cisco TAC (Router Architecture).*  **2000 –2002 VGL Softech ltd**  *As Marketing Executive responsible for international and domestic marketing of ERP solution, designing business promotional activities, developing promotional content for brand building.*  **Education**  **Post Graduate Diploma in Marketing and Sales Management**  *Bharatiya Vidya Bhavan*  **Degree in Bachelor of Commerce**  *University of Rajasthan*  **Certification**   |  |  |  |  | | --- | --- | --- | --- | | *Certified Scrum Product Owner (CSPO)* | *Certified Industry 4.0 Professional™ (CI4P™)* | *Certified Digital Transformation Manager™ (DTM™)* | *Digital Manufacturing and Design* | | *Advanced Manufacturing Process Analysis* | *Goethe-Zertifikat B1 (German Language Proficiency)* | *Professional Technical Writing* | *PMP Fast Track 35 PDUs* | | *Cisco SMB Account Manager* | *CCNA* | *IBM e-Business E- Commerce* | *MCSE / MCSA / MCDBA* | |  | |  |  | | --- | --- | | **Skills** |  | | **Tools Used** | **Proficient in:** | |  | *Microsoft Office Suite 98/ 2003/ XP/ 2007/2010/2013, Snag IT, MS Visio, Altova XML Spy.* | |  | **Bug Tracking tools:** | |  | *Amdocs Clarify, IBM Rational Clear Quest web, MS Solve, JIRA* | |  | **Familiar with:** | | *Adobe Communication Suite, XML Authoring, CSS, Frame Maker, Flair Madcap, SDL Trados, Oxygen, DITA, HTML5, Visio, VRML, Net Object Fusion, Microsoft Front Page, SharePoint, MS Outlook, Lotus Notes, IBM eNetwork Firewall Version 3.2 for windows NT, IBM Net. Commerce V3 Implementation.* | | **Software** | **Translations:** | | *SDL Trados 2017; SDL Trados 2009; memoQ* | | **Database:** | | *Microsoft SQL Server 2000/2005 / 2008 R2/ 2012 R2, PostgreSQL* | |  | **Platforms:** | | ***Microsoft*** *Windows Server 2003, 2008, 2012, Microsoft Windows XP/ Win7/Win10, Android 5. learning* ***Python****, AR, ,VR, AI Reinforcement learning ,* | | ***Linux****- Red Hat Enterprise edition,CentOS6.2, CentOS 6.5* | | ***Virtual****- ESXi 4.1.0/ 5.0.0/5.5.0 /6.0.0 Server installation and Management.* | | **Networking** | **Cisco:**  *Cisco Dynamic Configuration tool, Feature Navigator tool, Router Architecture* | | **Volunteer Services***:* ***TiE Jaipur Chapter*** | | | |