Nirmal Kumar

Technical Writer

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# Experience

**Consulting User Assistance Developer | Oracle India Pvt. Ltd. | Jun 2023 – Present**

**Principal User Assistance Developer | Oracle India Pvt. Ltd. | Jan 2016 – Present**

* Spearheaded the effort to compile 18 Oracle Database upgrade scenario publications.
* Produced effective 700+ DITA topics short descriptions for search engine optimization.
* Refactored 300+ DITA topics to amplify readability and content reusability.
* Scrutinized and converted 500+ cryptic application logs into decipherable messages.
* Audited and rephrased 100+ UX strings that significantly enhanced application usability.
* Learned about endpoints, parameters, and data types, and documented 150+ REST API calls.
* Assessed and fixed 200+ documentation bugs reported by customers and Oracle personnel.

**Lead Technical Writer | Novell Software Development (I) Pvt. Ltd. | 2011 – 2016**

* Metamorphosed 500+ pages Novell Cluster Service administration guides into an engaging read.
* Conceptualized and created an explainer video on eDirectory and Active Directory integration.
* Mentored the testing team to implement Microsoft Windows 2012 R2 multi-forest setup.
* Authored and published 20 wikis on file access protocols architecture for an internal audience.

**Senior Technical Writer | Prism Networks Pvt. Ltd. | 2007 – 2010**

* Brainstormed use cases and developed 70+ pages RegEx examples to facilitate Threat Detection and Response extract actionable data from piles of logs.
* Critiqued and amended descriptions of 1500 pre-defined reports.
* Liaised with IT staff to ensure the quality of technical documentation updates.
* Awarded 5-star rating for documentation from SC Magazine.

**Technical Writer | Commit Technologies Pvt. Ltd. | 2004 – 2007**

* Drove documentation projects at Prism Networks Pvt. Ltd.

# Education

Bachelor of Engineering (Mechanical) | 1989 – 1994 | Bharathiar University, Coimbatore, Tamil Nadu

# Skills

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| --- | --- | --- |
| User Assistance Persona Analysis Task Analysis DITA ConceptsMinimalismModular Authoring Usability HeuristicsRefactor DITA Topics Content Reuse Scenario PublicationsStoryboardExplainer VideosProcedural VideosStatic Screen Transitions | Edit Narration in Audacity REST API Man Pages UX String ReviewsError and Log Messages ReviewsAdobe FrameMakerArbortext EditorOxygen XML AuthorMadCap FlareBlueGriffonAcrolinx Content AnalyzerGIMPTechSmith Sangit | TechSmith Camtasia Adobe CaptivateAudacity TortoiseGit Atlassian Bitbucket Atlassian Jira Microsoft Windows Server Operating Systems SUSE Linux Enterprise Server Oracle Linux Oracle VirtualBox VMware ESXi Wireshark Packet AnalyzerPutty  |

# Traits

**Collaborative:** “Teamwork divides the task and multiplies the success.”

**Inquisitive:** “The mind of a person who has understanding acquires knowledge.”

**Attentive:** Empathize; make a concerted effort to understand people, cultures, ideas, and concepts.

**Creative:** Observe, learn, and appreciate nature.

**Adaptive:** Embrace change to grow as an individual and a better person.

**Expressive:** Convey ideas devoid of ambiguities.

# Interests

Writing short stories – fiction and faction, Haiku poems.

**My work:**

**Enlightened heart**

Joyfully flutters a butterfly

Relinquishing mundane desires

Enlightened heart

**Walk in the manner of the ant**

Nothing happens by serendipity

Dutifully marched

Indefatigable ants