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 Concepts  Minimalism  Modular Authoring  Usability Heuristics  Refactor DITA Topics  Content Reuse  Scenario Publications  Storyboard  Explainer Videos  Procedural Videos  Static Screen Transitions | Edit Narration in Audacity  REST API  Man Pages  UX String Reviews  Error and Log Messages Reviews  Adobe FrameMaker  Arbortext Editor  Oxygen XML Author  MadCap Flare  BlueGriffon  Acrolinx Content Analyzer  GIMP  TechSmith Sangit | TechSmith Camtasia  Adobe Captivate  Audacity  TortoiseGit  Atlassian Bitbucket  Atlassian Jira  Microsoft Windows Server Operating Systems  SUSE Linux Enterprise Server  Oracle Linux  Oracle VirtualBox  VMware ESXi  Wireshark Packet Analyzer  Putty |

# 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