

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

User Assistance
Persona Analysis

Edit Narration in Audacity
REST API

TechSmith Camtasia
Adobe Captivate

Task Analysis
DITA Concepts
Minimalism
Modular Authoring
Usability Heuristics
Refactor DITA Topics
Content Reuse
Scenario Publications
Storyboard
Explainer Videos
Procedural Videos
Static Screen Transitions

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

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