SHEENA LAKSHMI

Lead Technical Writer

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About Me

I am a highly motivated content evangelist who has led multiple result-oriented teams and pioneered in process innovations, thereby, solving complex problems. I believe growth is a collaborative journey and that every individual is uniquely talented.

Content Design Skills

- Understands field research and formative usability testing methodologies and practices
- Creative and analytic thinker
- Empathetic and compassionate
- Obsesses over words in English
- People-centric approach to writing
- Adaptive to changing content needs

Tools and Technology Skills

- Figma, Mural, Teams, Jira, Slack, GitHub, Blockchain Basics, Camtasia, MS Visio, Balsamiq

Project Management Skills

- Adept at stakeholder management
- Excellent negotiation skills
- Well-versed with Agile tools and methodologies
- Design Thinking Expert

Work Experience

Jan 2019 - Till date
SAP Labs India Pvt. Ltd.

(Site Lead) Senior User Assistance Developer

- Lead the Bangalore team of writers on SAP Analytics Cloud.
- Author user-centered UX microcopy as well as user enablement artifacts.
- Conduct Field Research, Formative Usability Testing, and Customer Engagement Initiatives.
- Define the information architecture and content strategy.
- Prepare guidelines and standards and contribute to the Design system.
- Mentor and assist writers in goal setting, upskilling, and day-to-day documentation requirements.
- Serve as a Design Thinking Coach

Jun 2017 - Dec 2018
McAfee India Pvt. Ltd.

Senior Technical Writer

- Trained and mentored writers in minimalist and task-based writing
- Participated in quality assurance measures
- Researched on emerging trends in technical writing, writing methodologies, and customer retention measures
- Advocated and delivered a robust information architecture
- Edited McAfee Enterprise product documentation for structural, legal, and style adherence
- Contributed to improving the McAfee Style Manual

Feb 2016 – May 2017
Origin Learning Solutions (Consultant for VMware)

Editorial Consultant

- Edited and reviewed eLearning storyboards for legal compliance, grammar, and language-related issues
- Assisted instructional designers with writing standards- and language-related queries

Jul 2008– Feb 2016
Dell Technologies

Technical Writer Senior Advisor

- As the documentation product lead for PowerEdge Servers, mentored and guided writers
- Planned and executed documentation requirements
- Strategized documentation sets and content for PowerEdge Servers
- Drove process and product innovations and changes
- Conducted market research on emerging technologies and customer satisfaction indexes
- Conducted usability studies on user documentation and suggested improvements
- Served as liaison among the Serviceability, Usability, Quality, Marketing, and various customer-facing teams to collect documentation requirements and translate the requirements into customer-facing information
- Troubleshot issues related to information accessibility and relevance and enhanced customer experience

Aug 2007 – Aug 2008
RSA Security

Senior Technical Writer

- Independently planned and executed projects
- Mentored new editors and writers by giving comprehensive training on editing, language, and documentation process
- Worked on deployment scenarios, audience analysis, and task lists
- Performed usability testing on product documentation
- Ensured error-free and high-quality output, in terms of language, grammar, punctuation, and style
- Performed structural edits, developmental edits, copy edits, and production edits

Jun 2004 – Jul 2007
Huawei Technologies India Pvt. Ltd.

Senior Information Developer

- Led a team of 9 technical editors
- Estimated, planned, and executed projects independently
- Mentored writers and editors
- Created guidelines and style guides for company-specific requirements
- Authored and edited technical guides for VRP (IPoFR), iWeb, USM, and OSTA

Jan 2000 – Feb 2002
Advance Educational Technologies India Pvt. Ltd.

Information Developer

- Developed the curriculum for children's courseware on Robotics, Aviation, Animation, and Architecture
- Authored technical working manuals, guides, booklets and academic books on computer and technology

Education

2003 - 2004
Bhavan's college of mass communication

Post Graduate Diploma in Mass Communication and Journalism

2000 - 2001
SSI Ltd.

Professional Diploma in Programming Java, and Professional Diploma in Advanced Java and Web Design

1994-1997
University of Calicut

Bachelor of Science in Chemistry, with Physics, and Mathematics as subsidiaries

Certifications

2021

Design Thinking Coach with Virtual Facilitation
Awarded by SAP Design Thinking Academy

2013

SEO
Dell International Services Pvt. Ltd

2008

Information Mapping
InfoMap Foundation

Additional Interests

I am co-authoring a book on Software 4.0, along with industry experts

I also write poetry and have published my first poetry book

I am a certified Permaculture Consultant (it's all about regenerative farming practices)

I support non-governmental organizations in documenting the good work they do in rural upliftment and sustainable living practises