

MITHUN NAIR

61 Wilderness Drive, Scarborough, ON, M1V 3P4
(365) 777-0890 | mithunair@gmail.com | www.mithunair.com

KNOWLEDGE SPECIALIST | TECHNICAL COMMUNICATOR

Innovative and adaptable professional with 3+ years of technical writing experience, supplemented by extensive experience in knowledge management, human resources and training. Generated effective content for manuals and documentation, translating key business directives into easy-to-grasp and informative pieces.

Directed system training and changed management procedures, implemented process improvements aligned to employee needs while applying communication strategies for increased collaboration.

CORE SKILLS & COMPETENCIES

- Knowledge Management
- Information Strategy
- Quality Control
- Technical Writing
- Informational Databases
- Process Analysis & Improvement
- Cross-Functional Collaboration
- Technical Documentation
- Materials Development
- Change Management
- Reports & Presentations
- Technical Information Delivery

CAREER SYNOPSIS

Technical Support Associate Rogers Communications	2018 – Present
Senior Business Consultant Vistas Global	2016 – 2018
Human Resources Generalist INGC Trading & Contracting	2009 – 2016
Knowledge Assistant National Health Service 24	2007 – 2008
Knowledge Intern British Petroleum Exploration & Production	2005
Human Resources Generalist Godrej Upstream Limited	2002 – 2004
Training Coordinator (Internship) Xansa Ltd.	2001

CAREER HIGHLIGHTS

- **Designed, developed, and implemented training database**, providing simplified access to all onboarding materials, daily SOPs, and job aids for efficient professional development, while also streamlining and integrating updated payroll system (*with Xansa Ltd.*).
- **Created cultural knowledge handbooks for international employees working in Scotland**, synthesizing all relevant knowledge involving social norms, etiquette, and local resources (*with National Health Service 24*).
- **Conducted long-term research project analyzing tacit knowledge flow within British Petroleum**, identifying optimal environments for knowledge sharing and identifying strategies for enhanced employee confidence and collaboration (*with British Petroleum Exploration & Production*).
- **Created and implemented cross-functional tools to significantly reduce recruitment costs**, incorporating centralized screening and onboarding processes for improved overall efficiency (*with INGC Trading & Contracting*).

EDUCATION & PROFESSIONAL DEVELOPMENT

Graduate Certificate – Technical Communication Seneca College	2022
<u>Relevant Coursework:</u> Technical Writing Information Architecture and Content Strategy Instructional Design Document and Graphic Design User Experience Design Web Design and Prototyping Online User Assistance	
Knowledge Management Tools & Practices Udemy	2018
Master of Science, Knowledge Management Robert Gordon University	2006
Bachelor of Commerce University of Mumbai	2000

TECHNICAL DOCUMENTATION EXPERTISE

Notably, prepared and completed various technical documentation outlining processes, guidelines, procedures, and other relevant technical information in accordance with client needs, format requirements, and specific writing styles. Please find below a small sampling of the work completed.

- [User Manual & Installation Guide](#)
- [Collaborative Style Guide](#)
- [Software User Manual](#)
- [App User Manual](#)
- [White Paper](#)

AREAS OF EXPERTISE

- **Technical Writing:** Creates employee handbooks, job aids, and cultural knowledge packages to facilitate onboarding, ongoing training processes, and internal and external relationship management. Identifies and delivers resources for additional information aligned to potential knowledge gaps for optimal employee support.
- **Knowledge Management:** Identifies and implements best practices for knowledge sharing and storage, leveraging techniques to solidify tacet employee knowledge in efficient, streamlined systems. Captures internal processes, resources, and information flows into readily accessible systems to facilitate most effective overall workflows.
- **Informational Database Management:** Manages knowledge databases, coordinating access to relevant procedures while generating appropriate metadata to ensure proper organization, taxonomy, and key word searchability.
- **Training & Development:** Develops and implements training programs for new hires as well as change management, designing processes for system onboarding and familiarization while communicating best practices for practical, social, and cultural knowledge integration.
- **Information Flow & Strategy:** Collaborates with cross-functional staff to evaluate shifting information flow, analyze knowledge sharing practices, consolidate existing processes and identify knowledge gaps. Integrates secondary research utilizing third-party materials to create holistic knowledge management strategies and develop practices for maintaining updated informational systems.
- **Quality Control:** Consistently evaluates internal protocols and generates process improvements to maintain best practices and organizational excellence. Acts as point of contact for audits, liaising with regulatory organizations to provide all relevant information and address applicable non-conformances.
- **Strategic Planning:** Evaluates knowledge sharing programs and systems, leveraging a continuous improvement mindset to develop enhanced communication and information management strategies. Delivers systems and process reports to management stakeholders, as well as recommendations for tacit knowledge integration and organizational enhancement opportunities.