

Mithun Nair

City: Victoria; **Cell:** 365-777-0890; **Email:** mithunair@gmail.com

Website: <https://www.mithunair.com/>

Skills Set

- 7+ years of proven experience in technical writing.
- 5+ years experience in knowledge management
- Graduate certificate holder in technical communication.
- Certified in Cybersecurity (CC) from ISC2
- Expertise in **security principles, incident response, business continuity and disaster recovery, access controls concepts, and network security and security operations.**
- Expertise in creating **user manuals, software and app manuals, user guides, installation guides, instruction manuals, project readmes, and employee handbooks.**
- Expert in Technical tools, including **Microsoft Office, Adobe FrameMaker, DITA XML, and Adobe Acrobat.**
- Advanced skills in creating **Cultural Knowledge Handbooks** for international employees.
- Familiarity with prompt engineering
- Experience in working with stakeholders to improve user experience.
- Ability to grasp complex technical concepts quickly and explain them clearly.
- Ability to work collaboratively within cross-functional teams.

Work Experience

Technical Writer – Freelance (Self Employed)

June 2023- Till Date

- Develop front-line procedural documents for bank staff, ensuring readiness for subject matter expert review and feedback.
- Develop and structure detailed procedural documents using DITA to support complex workflows.
- Write and edit blog posts, including ghostwriting, to create engaging and informative content for diverse audiences.

Technical Writer/Content Developer (Contract) - Seneca College - Canada

Jan 2023 – Mar 2023

- Developed on-demand content for the internal Salesforce Knowledge Base, including articles, and crafted dynamic responses for the automated chatbot system.
- Performed content mapping to streamline and improve the feedback loop within the chatbot, enhancing response accuracy and user experience.
- Designed standardized templates and produced troubleshooting guides, how-to articles, and release notes, ensuring consistency, clarity, and technical precision across documentation.

Content Developer/Technical Support - Rogers Communications – Canada

Aug 2018 – Apr 2023

- Collaborated with designers and subject matter experts to create visually engaging and informative content, ensuring alignment with technical and design standards.
- Gathered insights from industry specialists to create, organize, and produce comprehensive procedure manuals, technical specifications, and process documentation.
- Designed and implemented a streamlined call flow process for front-line technical support, optimizing response efficiency and customer satisfaction.
- Provided technical support, addressing daily queries and troubleshooting issues, contributing to smooth operational workflows.

Senior Business Consultant - Vistas Global – Qatar**Jan 2016 – Feb 2018**

- Developed and coordinated communications with key stakeholders to ensure alignment with organizational goals and foster cross-functional collaboration.
- Served as a critical facilitator/point of contact for business process improvement initiatives, particularly for audit-related processes, driving quality enhancements and promoting a culture of continuous improvement.
- Ensured compliance with organizational procedures and internal documentation standards, focusing on audit readiness and adherence to high-quality benchmarks.
- Continuously assessed internal protocols, recommending and implementing process improvements to uphold best practices and organizational excellence.

Human Resources Generalist - INGC Trading & Contracting - Qatar**2009 – 2016****Knowledge Assistant - National Health Service 24 - Scotland****2007 – 2008**

- Trained and up-skilled teams on Knowledge Management tools & Taxonomy.
- Provided multiple optimized platforms for knowledge-sharing along with the practices and policies, to enable colleagues to see value in knowledge-sharing towards the soft benefits of Knowledge Management.
- Maintained current knowledge of information retrieval, and developed best practices & procedures for effective knowledge, experience sharing & enterprise search.
- Monitored quality of output and provided regular training of KM tools to the teams and clinical consultants to maintain high standards for retention of knowledge.
- Coordinated and facilitated capture, validation, and implementation of lessons learned, best practices and tacit knowledge exchange aimed for continuous improvement of knowledge sharing and knowledge transfer processes.

Knowledge Intern - British Petroleum Exploration & Production - Scotland**2005**

- Successfully completed a study on the success of Communities of Practice in British Petroleum (M.Sc. Thesis)

Technical Documentation Expertise

Prepared and completed various technical documentation outlining processes, guidelines, procedures, and other relevant technical information following 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](#)

Education**Graduate Certificate in Technical Communication - Seneca College - Canada****2022****Masters in Knowledge Management - Robert Gordon University - Scotland****2006****Certifications****Certification in Cybersecurity - ISC2****2023**

Credential ID: 1857602

Precision Content Certified Writer - Precision Content**2024**