
XAVIER ROY

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Objective

I would like to provide my understanding and knowledge of usability concepts to help develop user-friendly software products and documentation.

Skills Summary

- Certified Usability Analyst (CUA) certification from Human Factors International
- Solid understanding of user-centered design processes and techniques
- Seven years experience in writing, editing, and designing documentation
- Exceptional ability to understand, analyze, and implement latest trends and technologies into deliverables
- Remarkable ability to provide technical assistance to users, communicate information and ideas clearly, and concisely, in writing and in design
- User Experience deliverables include sketches, wire-frames, interaction guidelines, design patterns, screen text, and contingency text
- Documentation solution deliverables include writing system and end-user installation, configuration and administration manuals, online help and training materials, illustrations and annotated graphics, and FAQs and troubleshooting guides

User Experience Design

- Analyzing user needs, task, and goals based on design specifications
- Visualizing use-case scenarios and user personas and converting them to task journeys
- Developing wireframes and prototypes by translating product requirements into UI and interaction models
- Working with developers and designers to create interfaces;
- Assessing usability of prototypes and providing recommendations and corrective actions as required
- Researching and designing information design representations and data visualizations for use in dashboards
- Documenting UX, IxD, and IA deliverables including user flows, interaction model diagrams, wireframes, user personas, guidelines, design patterns, taxonomies, and other deliverables
- Communicating user centered design concepts and approaches to development teams

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Technical Communication

- Writing concise usable documentation with information sourced from software specifications, first-hand use of the software product, and SME interviews
- Understanding and creating documentation based on target audiences, varying from expert users or administrators to new users
- Structuring and presenting information for understandability and easier location of relevant information by readers
- Creating meaningful illustrations and annotated screenshots to enhance and improve textual content
- Coordinating with QA team to review and revise the accuracy of documentation
- Coordinating with sales team to develop marketing collateral like product brochures, whitepapers, and presentations

Technical Editing

- Editing documents for style, grammar, organization, and accuracy based on standards and style guides
- Reviewing documents produced by other writers for quality assurance and adherence to standards
- Creating and updating internal style guides and templates to enable consistency in documentation deliverables
- Defining and implementing processes to ensure improved documentation and quality deliverables

Information Design and Information Architecture

- Developing content for web sites and storyboards for multimedia presentations
- Creating informational graphics and data visualizations for representation of information
- Designing wireframes for information flow and prototyping

Tools

Adobe Technical Communication Suite, Adobe Photoshop, Paint.NET, Microsoft Office, Microsoft Visio, XHTML, CSS, JavaScript, WordPress, MediaWiki, Drupal, Axure

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Experience

Senior Technical Writer

06/2006 to present

Bally Technologies, Chennai

As a Usability Professional

I worked as a usability analyst for porting an application from an AS/400 platform to a web-based GUI platform.

- Reviewing existing AS/400 screen and task flows
- Converting flows into user journeys based on rudimentary user profiles
- Designing wireframes based on task for a GUI version
- Validating conversions from wireframes to interfaces
- Conducting heuristic evaluations & usability reviews on the GUI application
- Providing suggestive solutions and corrective actions, wherever required
- Documenting guidelines for usage of design patterns
- Developing and designed help systems (inline & stand-alone) for the GUI application

As a Senior Technical Writer

- Documenting various applications for mainframe systems, web applications, and GUI products
- Reviewing and editing documentation efforts of junior technical writers
- Defining and implementing processes for improving quality and adherence to standards
- Analyzing and restructuring documents to improve document usability
- Researching and evaluating adoption of latest tools and techniques related to documentation

Technical Writer

05/2004 to 06/2006

Wipro Technologies, Bangalore

- Developed documentation for a major telecommunications equipment manufacturer for their development platform which enables rapid development and deployment of interactive voice response systems (IVRS) solutions.
- Developed documentation and online help systems for various products of a major Operations and Support Systems (OSS) solutions provider
- Worked with onsite and offshore development, QA, and documentation teams
- Involved in reviewing documentation efforts of peer technical writers
- Provided contingency design and usability reviews for product interfaces

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Technical Communicator
03/2004 to 05/2004

HTC Inc., Chennai

- Developed a user manual for a Sales Force Automation solution
- Involved in reviewing documentation efforts of peer technical writers

Content Developer / Project Coordinator
04/2002 to 03/2004

Angler Technologies, Coimbatore

- Developed content for web sites, multimedia presentations, and marketing collateral for over 150 projects
- Provided usability reviews for web and multimedia interfaces and interactions
- Responsible for firm's corporate communications
- Managed several projects for high profile clients for successful delivery of projects in an additional role of Project Coordinator
- Defined and implemented processes for improving quality of deliverables

Personal Projects

Web Design

- Self-taught HTML, CSS, and other web design technologies and implementing latest trends and solutions at my web site (<http://xavierroy.com>)
- Sandboxing to learn various tools and techniques

Education

2009 *Certified Usability Analyst (CUA)*
Human Factors International

2000 - 2002 *M.S., Information Technology & Management*
Madurai Kamaraj University, Madurai

1997 - 2000 *B.Sc., Computer Science*
Bharathiyar University, Coimbatore

Hobbies and Special Interests

Professional

I am interested in understanding, testing, and implementing the latest developments in User Experience, Information Architecture, Technical Communication, Information Graphics, and Web 2.0 applications.

Personal

I read a lot, particularly fiction. I plan to complete at least 100 books every year and have been successful in reaching that goal for the past few years.