


LOKESH K

Experienced technical writer specializing in comprehensive documentation for banking operations, with a strong focus on clarity, accuracy, and adherence to industry standards. Leveraging expertise in financial services to improve operational efficiency and enhance documentation quality.

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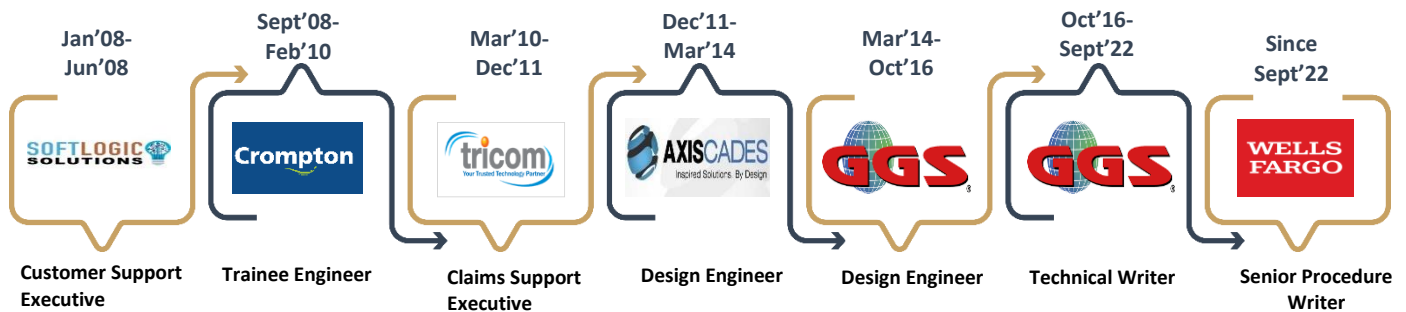
PROFILE SUMMARY

- Bringing **over 17 years of diverse experience** in technical writing across Engineering and Financial services, with proven expertise in developing high-impact, user-focused documentation.
- Demonstrated ability to **translate complex banking processes into clear, concise, and accessible documentation**, improving operational clarity and reducing user dependency on support.
- Successfully implemented a **comprehensive documentation review process**, resulting in a measurable reduction in procedural inquiries and an improvement in content accuracy and usability.
- Spearheaded projects that optimized **documentation workflows**, achieving **efficiency gains** & reducing turnaround times for updates and revisions.
- Recognized for **mentoring junior writers**, fostering a collaborative environment that encourages skill enhancement and consistent quality across team outputs.
- Adept at **engaging with Subject Matter Experts (SMEs)** to validate technical content, ensuring all documentation remains relevant, accurate, and aligned with evolving business requirements.
- Proficient in using **industry-standard tools** such as Adobe InDesign, Adobe FrameMaker, MadCap Flare, OpenText, and AutoCAD to create professional, user-friendly documentation assets.
- Successfully led a key documentation initiative that resulted in an **increase in user satisfaction**, highlighting the direct impact of high-quality documentation on user experience and business performance.

CORE COMPETENCIES

Documentation Standards	User Experience Design	Process Improvement	Quality Assurance	Content Management
Technical Communication	Stakeholder Engagement	Training and Development	Project Management	Compliance and Regulatory Standards

CAREER TIMELINE



TECHNICAL SKILLS

Technical Writing Tools	Adobe InDesign, Adobe FrameMaker, Adobe Illustrator, CorelDRAW, OpenText
Design & Engineering Tools	Creo 2.0, AutoCAD, PRO E
Documentation & Modeling	Technical Manual Creation, Procedure Documentation, Reverse Engineering, 3D Modeling, Drafting, Product Lifecycle Management (PLM)



ROLE ACROSS THE CAREER

- **Developed and maintained comprehensive banking procedures** for multiple Lines of Business (LOBs) at Wells Fargo, ensuring compliance with Operation Procedure Excellence (OPE) standards and alignment with evolving business needs.
- **Reviewed, revised, and updated existing procedural content**, enhancing clarity, usability, and relevance by incorporating inputs from stakeholders and classifying procedures into material, non-material, certification, maintenance, new, and expiry categories.
- **Authored new procedures based on stakeholder inputs**, ensuring strict adherence to internal style guides and documentation standards, while effectively managing document lifecycle processes including expiration of outdated procedures.
- **Collaborated with Subject Matter Experts (SMEs)** to validate technical accuracy and ensure procedural documentation met regulatory and operational requirements.
- **Provided training, mentorship, and knowledge transfer (KT) sessions** to junior writers and peers, fostering consistency, skill development, and process improvement across the documentation team.
- **Created technical manuals for automobile OEMs** as part of the Daimler India Commercial Vehicles project, ensuring precision and clarity in service and product documentation.
- **Contributed to Product Lifecycle Management (PLM) documentation** for Caterpillar projects, involving modeling of pumps, cylinder assemblies, sheet metal components, fittings, fasteners, and bearings using Creo and AutoCAD.
- **Performed reverse engineering and 3D modeling** tasks using PRO E and AutoCAD, working on major industrial projects including Electrosteel Steels Ltd. and Vizag Steel Plant, and served as site coordinator managing a team of four.
- **Processed U.S. dental claim forms** in a non-voice backend process, handling data entry, validation, and quality checks for patient information with a strong focus on accuracy and turnaround time.
- **Delivered customer support for U.S.-based clients** in a voice process, managing membership accounts for a premium club program and ensuring a high level of customer satisfaction through outbound communication.



EDUCATION

2007 | B.E. (Mechanical) | Thangavelu Engineering College, Chennai

PERSONAL DETAILS

Address : 2/317, Plot No: 64, 8th Cross Street, Thilakar Avenue, Balaiah Garden, Madipakkam, Chennai – 600091
Languages Known : English, Hindi & Tamil
Date of Birth : 12th Oct 1984