



Knowledge Buffer  
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## Profile of G M Sundaram

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**Executive summary** Professional with more than 37 years of experience in Documentation, Training, Technical Publishing, Technical Writing, E-Learning, and Multimedia. Expert in FrameMaker, RoboHelp, Captivate, InDesign, Arbortext, Articulate 360, Instructional Designing, Camptasia and all related areas.

### Current Assignments



Content Provider Partner for TCSiON

### LnT Edutech, Chennai

Elearning content authoring



Help file creation for their product on health care domain



FrameMaker Training Program



Consultant at MSC Technology



Delivery partner for E-Learning content



E-Publishing Course Designer  
 Tech Mahindra Foundation

### Foundation of His

E-Publishing Course Consultant

## Sacred Majesty (FHSM)

### Experience



2016 to present            Technical Writing International            NSW, Australia  
Head – Technical Writing and E-Learning  
Handling International clients of Technical Writing and E-Learning projects.  
Facilitating International Certification for students in the fields of Technical Writing and E-Learning under the brand name of Centre of Excellence in Technical Writing & eLearning (CETWEL),.



2003–till date            Knowledge Buffer            Chennai, India  
Director - Training  
Taking overall control of all the training activities including Corporate Training.  
Handling all projects in Technical Writing, eLearning, Publishing, and Multimedia areas.

2000–2003            Merrill Lynch            Chennai, India  
Alternate Development Center – Program Office Head

- Helped the program grow from 20 people to 1200 people in 4 years.
- Was able to influence Merrill Lynch to increase technology spend from \$ 1.4 M to \$ 46 M with the program.
- Accomplishing the above was a challenge with stiff global competition from Thailand, Brazil, Ireland and Canada.
- Was the only one to accomplish the targets set for the program.
- Proposed to make my targets steeper to take the program from 10% of technology heads to 10% of technology spending in the firm. Therefore the targets would go up from \$46 M to \$ 250 M. This will take close to 3 years to accomplish.
- Undertook 25 initiatives to reach my goal of 10% of technology staff.
- Proposed to undertake many such initiatives to accomplish the new targets.

1997–2000            Datalogics India Private Limited            Chennai, India  
Software Support Center Head

- Handled software support for all Adobe, Macromedia and Corel Products.
- Conceptualized, set up and managed the Center.
- Achieved business targets for all the three years.

1995–1997            Aptech – Arena Multimedia            Chennai, India  
Center Head

- Achieved strength of 250 in the first year of operations and the leader in Tamil Nadu.
- Imparted training to faculty members on Adobe and Macromedia products and increased the standards of training.
- My students achieved 1<sup>st</sup>, 2<sup>nd</sup> and 7<sup>th</sup> in All-India ranking.
- Achieved the business targets in both years.

1977–1995 Super Graphics Chennai, India  
Proprietor

- One of the pioneers of Desk Top Publishing in Chennai. Started the Company as a small unit and expanded into a very good Graphics Studio.
- Used Apple Macintosh with Adobe Products.

Short list of  
Corporate Training  
Programs and  
Consultancy projects  
handled

**Amplexor**, Chennai – Training on Structured Authoring using  
Adobe FrameMaker 2019

**Zentest Software, Pune** — Technical Writing Contract

**Computer Age Management Services (CAMS)**, Chennai – Technical  
Writing training for 75 people

**Secure Meters, Gurgaon** – DITA, XML, and Structured Authoring using  
FrameMaker

**CITIUS, Navi Mumbai** – DITA, XML, and Structured Authoring using  
FrameMaker

**Wolters Kluwer, Chennai** – Technical Writing Concepts and Best  
Practices

**Recoverdex, South Africa** – e Learning Tools and Instructional Designing

Tata Consultancy Services, Chennai – Adobe InDesign

**Cognizant Technology Solutions, Chennai** – Technical Writing and  
Multimedia Tools

**Light and Life Academy, Ooty** – Adobe Photoshop

**Ford India Business Group, Chennai** – Office Automation using  
Microsoft Office Suite

**Makkal TV, Chennai** – Adobe InDesign for their newspaper

**Mylapore Times, Chennai** – Adobe InDesign for their newspaper

**Ramakrishna Mission, Chennai** – Adobe InDesign for their printing  
division

**Sagitec, Pune** – e Learning Tools

**Eaton Corporation, Pune** – DITA, XML, and Structured Authoring using  
FrameMaker

**DnB TransUnion, Chennai** – DITA, XML, and Structured Authoring

using FrameMaker

**Citigroup, Chennai** – Technical Writing Tools

**Sachika, Chennai** – e Learning Tools and Instructional Design Concepts

Expert in:	<b>Adobe CC products</b> <b>Adobe Technical Communication Suite</b> <b>Adobe E-Learning Suite</b> <b>Articulate 360</b> <b>Camptasia tools</b>		
Software handled			
OS handled	Mac OS, Windows, Windows NT, Linux		
Projects done	2021	<b>SmartEntry</b>	Chennai, India
	Training on Adobe RoboHelp, Adobe Illustrator, DITA, and structured authoring		
	2020	<b>SmartEntry</b>	Chennai, India
	Created interactive training materials for all their courses		
	2019	<b>RSalesArm</b>	Mumbai, India
	Created interactive training materials using Adobe Captivate for one of their clients		
	2016	<b>Secure Meters</b>	Gurgaon, India
	Training on XML, DITA and structured authoring using Adobe FrameMaker for a team of Technical Writers		
	2016	<b>CITIUS</b>	Navi Mumbai, India
	Training on XML, DITA and structured authoring using Adobe FrameMaker for a team of Technical Writers		
	2016	<b>Wolters Kluwer</b>	Chennai, India
	Technical content writing for Technical Writers		
	2015	<b>Omne Agate</b>	Chennai, India
	Prepared help content and training modules for e-Governance projects related to Public Distribution System.		
	2014	<b>Swarnadvipa Publishing, Singapore</b>	Online
	Consultant for Typesetting, Fixed Layout and ePub Projects.		
	2013	<b>Botree</b>	Chennai, India

Creation of User Manuals.

2013 **Seed Global** Chennai, India  
Creation of content for flowable project.

2012 **RsalesArm** Chennai, India  
Creating User guides for one of their clients (Project 2)

2012 **RsalesArm** Chennai, India  
Creating User guides for the products of their clients (Project 1)

2012 **Avaz** Chennai, India  
Interactive Training Modules for Verbally Challenged people

2012 **TeleData Systems** Chennai, India

Prepared help content and training modules for e-Governance projects for Government of Mizoram.

2012 **Recoverdex, South Africa** Online  
Training on Development of e-Learning Course Modules.

2011 **Omni-Agate** Chennai, India  
Prepared help content and training modules for e-Governance projects related to Public Distribution System.

2010 **Sachika** Chennai, India  
Prepared eLearning modules for clinical lab technicians to appear for International Certification.

2009 **MindVTelcom** Chennai, India  
Prepared Product Specification Fact sheets for all their products.

2008 **KRG & Sons** Chennai, India  
Prepared "Information Security Policies and Procedures" for the CitiBank processes outsourced to them.

2006 **GNSA Investor Servcies** Chennai, India  
Prepared "Information Security Policies and Procedures" for the CitiBank processes outsourced to them.

2004 **Choice Opticals Limited** Canada  
Prepared "Software Requirements Specifications" for their software developed in India by Pro Team Technologies Pvt. Ltd., India

2002 **Madonna Creations** Chennai, India  
'Do's & Don'ts - Pilot Training Scheme being produced by M/s. Madonna Creations, Chennai, India

2001 **SMART – Seat of Multimedia Art** Chennai, India  
Interactive course materials for DTP and Multimedia Software for SMART – Seat of Multimedia Art, Chennai

2000 **Kreat Multimedia** Chennai, India  
"Art for All", an Interactive Art learning guide promoted by Artist Meenan of the Ravi Varma School

1998 **Madonna Creations** Chennai, India  
"TMRD – Techno Management Research and Development", second  
Multimedia project for M/s. KCP India Limited, Chennai

1997 **Madonna Creations** Chennai, India  
"TMRD – Techno Management Research and Development", first  
Multimedia project for M/s. KCP India Limited, Chennai

1996 **Madonna Creations** Chennai, India  
"Vision 2000", a Multimedia project for Southern Railway which was  
much appreciated by the Ministry of Railways, New Delhi

1990 **PureTech Corporation** Pondicherry, India  
Consultancy offered for converting Data from Wordstar (on Windows) to  
QuarkXPress (on Mac OS) that saved nearly 100 man-hours for the  
Company everyday

Education 1979–1981 Osmania University Hyderabad, India

- Masters Degree in Commerce

1974–1977 Madras University Chennai, India  
Bachelors Degree in Commerce from Madras Christian College, Chennai

Interests Setting challenging high standards to self and achieving them

Other points worth mentioning Apple Certified Trainer, as published in Apple India newsletter published in 1996.

International Trainer for Tamil Language.