

AJEESH KAMBALATH

ajeeshkashok@gmail.com | 07424507348 | London
www.linkedin.com/in/ajeesh-kambalath-78a68b70



Technical Writer | E-Learning & API Documentation | Video Content Creator

Certified technical writer with over a decade of expertise in creating high-quality documentation for software, APIs, machinery, automobiles, and technology.

In addition to documentation, I also bring experience in developing e-learning and training materials, and videos.

My passion for technology, strong communication skills, and ability to work collaboratively makes me an asset to any team. Always eager to learn and adapt, I thrive in dynamic environments that challenge me to grow.

WORK EXPERIENCE

Technical writer, Ocado Technology

April 2022 – Present
London area, UK

At Ocado, I:

- Author and curate documentation for Ocado's e-commerce and fulfillment solution collectively called the Ocado Smart Platform (OSP).
- Prepare and publish customer and developer-facing documentation using Markdown, GitLab, and Jekyll (static site generator).
- Liaise with Product managers, stakeholders, and Subject Matter Experts (SMEs) to gather technical information.
- Create feature guides, explainers, and help topics for Ocado's new features and capabilities.
- Write and update developer-facing documentation for Ocado's REST APIs and Google Analytics events.
- Strive to be myself and exude positivity to my team and everyone I interact with.

Senior technical writer, Netcracker Technology

Aug 2021 – Mar 2022
Mumbai, India

- Authored and published documentation sets for Netcracker's customized Telecom BSS and OSS solutions.
- Analysed Business Process Diagrams (BPDs) and Design documents; liaised with Business Analysts (BAs), stakeholders, and Subject Matter Experts (SMEs) for technical information.
- Updated, reviewed and maintained documentation hosted on Confluence Cloud.

Senior technical writer, Cimpress technology

May 2018 – Aug 2021
Mumbai, India

- Authored and edited technical documentation sets for Cimpress' software products including operating manuals, User Interface (UI) documentation, API documentation, troubleshooting guides, end-user documentation, technical specifications, release notes, etc. with adherence to the Documentation Development Life Cycle (DDLCC).
- Developed E-learning courses and training videos using Adobe Captivate and VYOND and maintained them in our Learning Management System (Totara).
- Coordinated translation of documents into multiple languages.
- Actively interviewed and trained junior technical writers for the documentation team.

Senior technical writer, PackSys Global (I) Pvt. Ltd.

June 2012 – May 2018

Mumbai, India

- Led different documentation teams by example, to execute several documentation projects under challenging deadlines.
 - Authored operating manuals, installation guides and spare parts catalogues for packaging machine lines.
 - Identified issues in the documentation workflow and solved them by implementing and communicating new processes and standards to the teams to streamline the documentation workflow. E.g. improvised and developed an internal test program at PackSys Global for migrating information between files of multiple formats, drastically reducing the processing time from 8 hours to just around 10 minutes.
-

EDUCATION

S.I.E.S. Graduate School of Technology (Mumbai University)
Bachelor of Engineering (Printing & Packaging Technology), First class

Mumbai, India
June 2011

Vani Vidyalaya Jr. College (Mumbai University)
Higher Secondary Certificate, Science stream, Distinction

Mumbai, India
June 2007

INTERNATIONAL PROJECTS

Undertook and executed many key onsite documentation projects at international customer locations in Switzerland (PackSys Switzerland), Germany (Kiefel GmbH), and Thailand (PackSys Thailand) from 2013 through 2017.

COMPUTER SKILLS

- Proficient in authoring tools like VS Code, Adobe Frame Maker, Confluence Cloud, and MS Office.
 - Proficient in Docs as code (DaC) tools like Markdown, and GitLab; familiar with MadCap Flare.
 - Proficient in image editing tools like Adobe Illustrator, and Snagit; Proficient in Adobe Captivate, and VYOND.
 - Proficient in video editing tools like Adobe Premiere Pro, Davinci Resolve, VN editor, and iMovie.
 - Well-versed in XML, HTML, CSS, JavaScript, and DITA.
-

CERTIFICATIONS

- Adobe Captivate Certificate, ATD (HCRI Program Code: 370005)
 - Technical communicator (tekcom) Level 1, tekcom, Germany (License 130620002, June 2013)
-

LANGUAGE SKILLS

Proficient in English, Hindi, and Malayalam; Limited working proficiency in Marathi; Elementary proficiency in German and Spanish.

Writing samples and additional details available upon request.