

# Akhil Gandasiri

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## Career Objective

Technical Writer with 4+ years of experience in IT and Telecommunications, specializing in creating educational content and documentation for a developer audience. Recognized for improving documentation usability and leveraging Generative AI-driven content solutions to enhance knowledge sharing and accelerate workflows.

## Core Skills

- Documentation Tools: MS Office, Oxygen XML Editor, Adobe FrameMaker, Adobe RoboHelp, Markdown, Snagit, Adobe Acrobat
- Collaboration Tools: JIRA, Confluence, SharePoint
- Technical Proficiency: API Documentation, DITA XML, SQL, CLI, Git, HTML, CSS, Amazon Q
- Content Management Systems: SDL Tridion Docs, GitHub, and AEM
- Expertise: DDLC, SDLC, Agile, Structured Authoring, API Documentation, Content Migration, Style Guides, Knowledge Portals

## EXPERIENCE:

### **Information Developer | Infor India Pvt Ltd | Aug 2024 – Present**

- Collaborated with cross-functional teams (SMEs, product managers, support) to capture and validate documentation requirements.
- Led and mentored a team of five writers through a documentation migration, ensuring content adhered to Infor's writing standards and project timelines.
- Developed a Generative AI-powered pipeline to transcribe LMS videos, summarize content, extract keywords, and generate documents using organizational templates, enabling seamless integration with Gen AI for internal query assistance.
- Created and maintained templates and CSS for product documentation, ensuring brand and style guide compliance.
- Authored and maintained product documentation for Infor Compass, focusing on clarifying complex topics for end-users.
- Actively participated in Agile sprints, handling multiple concurrent projects.
- Awarded "Best Performance of the Quarter (Q3)" for process improvements and AI-driven innovation.

### **Technical Writer | Avaya India | Mar 2023 – May 2024**

- Partnered with SMEs and engineers to gather technical details and define documentation requirements for Avaya Communication Manager.
- Created and updated installation, maintenance, and user guides, enhancing clarity and client experience.
- Conducted document reviews, resolved inconsistencies and ensuring compliance with Avaya's style standards.
- Simplified technical jargon to improve customer adoption and reduce support queries.
- Managed documentation deliverables independently within Agile project cycles.
- Maintained daily status trackers and participated in project standups to ensure timely updates.
- Received "Excellent Experience Award" (Dec 2023) for quality and ownership.

### **Associate Analyst (Technical Writer) | CAMP Systems Pvt Ltd | Mar 2021 – Mar 2023**

- Developed and maintained user manuals, templates, and technical documentation for the CAMP 3i Application.
- Created and standardized document templates for new clients, reducing onboarding time.
- Authored custom style guides and provided one-on-one training to new writers, ensuring adherence to documentation standards.
- Coordinated with SMEs and product teams to keep documentation in sync with new feature releases.
- Performed release audits, peer reviews, and final quality checks to maintain high documentation accuracy.

### **Education**

- B.E. Aeronautical Engineering – JNTUH, Telangana
- Diploma in Mechanical Engineering – SBTET, Telangana

### **Certifications**

- API Documentation Course & Certificate – Tech Writers Tribe (2024)

### **Awards & Recognition**

- Best Performance of the Quarter (Q3), Infor India
- Excellent Experience Award, Avaya India