



AYANANTA CHOWDHURY

(Au-yoh-nahn-toh Chou-dhoo-ree)

Senior Manager - Technical Writing

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PROFESSIONAL SUMMARY

Technical Writer and User Assistance Specialist with 16+ years of experience crafting sophisticated documentation for complex enterprise software products. Comes with experience in creating and maintaining product documentation in the docs-as-code way, using Git, Markdown, and CI/CD pipelines. Adept at creating comprehensive documentation sets, including user guides, API references, and deployment manuals. Achievements include reducing support tickets by 53.24% for an SAP product during employment with HCL Tech and lowering the time required for app partners to configure their Origin server with SugarBox Networks' hyperlocal CDN by 31.44% through efficient user assistance. Proficient with AI-powered writing tools and passionate about leveraging automation and AI to enhance technical content and expedite delivery.

KEY SKILLS

TECHNICAL WRITING METHODOLOGIES:

- Docs-as-Code: Experienced in treating documentation as code using Git version control, GitHub-flavored Markdown, and CI/CD pipelines for automated builds and deployments.
- Agile: Experienced in producing sprint-based incremental content, maintaining the documentation synced with the latest product version.

TECHNICAL DOCUMENTATION EXPERTISE AND TOOLS USED:

- TRADITIONAL TECHNICAL WRITING: Explain product functionality and feature utilities to users and guide them through the steps via printed and online documentation.
- MODERN TECHNICAL WRITING (UX WRITING): Embed seamless guidance, like tooltips, mouse-hover messages, guided tours, among other baked-in UI texts (Microcopy) directly onto the UI, offering a seamless user experience
- AI-POWERED TECHNICAL WRITING: Use AI to generate drafts and review content, receive intelligent content suggestions, flag localization issues in content, translate content, determine usage analytics, check for accessibility, check for compliance with company style-guide, adapt content based on target audience, and create interactive tutorials.
- AGENTIC USER ASSISTANCE: Use AI chatbots that are trained on help documentation to answer user queries.
- AUTHORING AND STATIC SITE GENERATORS: Author content using DITA XML Editors, like Oxygen XML and Arbortext XML, as well as other tools including Confluence, RoboHelp, Google Docs, and MS Office.

- **DIAGRAMMING AND VIDEO:** Create architectural diagrams with Visio and produce video tutorials with Camtasia/Captivate.
- **MAINTENANCE DOCUMENTATION:** Compile release notes, write what's new doc, and draft hotfix documents.
- **API DOCUMENTATION:** Create REST API reference as well as conceptual documentation; experienced with Swagger UI, Postman. Have knowledge of the Open API Specifications.
- **TRAINING AND SUPPORT DOCUMENTATION:** Create training PPTs, e-Learning modules, and Troubleshooting Guides.
- **TECHNICAL DOCUMENTATION:** Verify the accuracy of the procedural steps of Installation and Configurations guides by following them as mentioned in the document to install the application. Create administrator's guides for system administrators. Maintain operations guide to ensure the procedures to perform various operations are up to date. And, in general, ensure the content in all the documents comply with the company style guide.
- **PROCESS AND POLICY DOCUMENTS:** Review SOPs and runbooks for grammar and better sentence construction, and compliance with standards.
- **CONTENT CREATION FOR INTERNAL DOCUMENTS:** Create content for newsletters.
- **MARKETING-ADJACENT CONTENT CREATION:** Create content for technical blogs, white papers, and case studies.

WORK EXPERIENCE

HCL TECHNOLOGIES | *Senior Technical Manager - User Assistance* | Mar 2023 – Apr 2025

- Led documentation for SAP Business ByDesign ERP: Authored and reviewed UI text, guided tours, hotfix docs, release notes, and "What's New" content. Extensively used Oxygen XML for authoring purposes.
- Reduced support tickets by 73.24% and accelerated onboarding by 48% via embedded in-app guidance.
- Produced sprint-based What's New videos, highlighting the key feature enhancements.
- Mentored team members: Assigned work, reviewed work of team members, and provided feedback for improvement. Checked for style guide compliance, language effectiveness, and adherence to other technical writing good practices.

SUGARBOX NETWORKS | *Manager – Technical Communications* | Aug 2020 – Sept 2022

- Authored, reviewed, and managed team deliverables and built internal knowledge base (KB) for hyperlocal CDN solutions.
- Helped lower partner integration time for Origin server setup by 31.44% by developing a configuration guide that explained complex concepts and operations in a way that even non-technical people can understand.
- Authored API docs, technical blogs, case studies, and patent application documents. Extensively used Confluence for authoring purposes.

HCL SOFTWARE | *Senior Consultant - Technical Writing* | Nov 2018 – Mar 2020

- Developed product documentation, release notes, and API references for a data-engineering solution.

- Collaborated with cross-functional teams to refine UI text accuracy and syntax.

PERSISTENT SYSTEMS | *Information Developer – Team Lead* | Nov 2013 – May 2017

- Created eLearning videos for medical device MVPs.
- Developed user/installation guides for VMware's vRealize Network Insight. Extensively used Arbortext DITA XML Editor for authoring purposes.
- In an IBM project, worked on updating the product documentation and maintaining the operations guide. Also, successfully migrated the Operations Guide from the legacy MS Word to XML format

ROLTA INDIA | *Senior Technical Writer* | Aug 2012 – Jul 2013

- Developed content for a GIS-based product, using RoboHelp.

POLARIS SOFTWARE LAB | *Technical Writer* | Oct 2010 – Aug 2012

- For a banking and finance software, co-authored the user guide. Also validated the Installation Guide by installing the product reading the step-by-step instructions mentioned in the document.

CONNECTIVA SYSTEMS | *Technical Writer* | Feb 2008 – Sept 2010

- For a telecom product, developed content for feature enhancements and created training PPTs.

COMPARE INFOBASE | *Content Writer* | Jan 2007 – Dec 2008

After post-graduating in Mass Communication and Journalism, I began my career as a Content Writer with this company, writing content for travel websites.

EDUCATION

- Post-Graduate, Mass Communication & Journalism | Calcutta University (2006)
- B. Com (Hons) | Calcutta University, 2002-2005
- ISC & ICSE | Assembly of God Church School, Kolkata, 2002

CERTIFICATIONS

- Undergoing a 6-month Microsoft Certification course on AI and Generative AI
- API Documentation, Swagger and Open API Specification
- Camtasia Essentials
- Git and GitHub for Writers
- JavaScript Programming
- DITA XML

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Personal Blog - <https://ayanantachowdhury.blog/>

Website - [Ayananta — Senior Manager Technical Writing](#)