AYANANTA CHOWDHURY

SENIOR MANAGER TECHNICAL WRITING

PROFESSIONAL SKILLS

- Written Communication
- AI-Powered Technical Writing
- Retrieval-Augmented Generation (RAG)
- Agentic AI
- UX Writing
- Video Tutorials
- Structured Documentation (DITA)
- Digital Adoption Platform
- Docs Like Code
- API Documentation
- Python (familiarity)
- Low-Code AI Tools
- Prompt Engineering
- Diagramming and Flowcharting

CONTACTS

✉ ayananta.chowdhury@gmail.com

📱 +91-9730821120

🌐 My Website

in LinkedIn Profile

ABOUT

Was employed with HCL Technologies as a Senior Manager, Technical Writing, till April 2025. Have 16+ years of experience in guiding users through complex enterprise applications and creating developer-focused API documentation.

The era of static documentation is about to be over. As a thought leader in Technical Writing, I am pioneering the shift to AI-native documentation—a living, interactive system built with Retrieval-Augmented Generation (RAG), Agentic AI, and No/Low-Code tools. My mission is to integrate proactive and personalized guidance directly into user workflows.

Using my experience in creating printed and online help, UX writing, guided tours, and video creation, I can also help deliver other traditional forms of user assistance materials. I'm familiar with Python, GitHub Markdown, HTML, XML, and JSON. In one of my earlier employments, I wrote detailed API documentation to enhance the developer experience.

WORK EXPERIENCE

HCL Technologies

Senior Technical Manager, Technical Writing, Mar 2023 - Apr 2025, Remote

- Led documentation for SAP Business ByDesign ERP. Contributed to content strategy and the overall information architecture. Mentored team members on the best practices of technical documentation. Reduced support tickets by 53.24% for the period between Jan 1, 2024 and Dec 31, 2024.

- Delivered product documentation to customers every three months by publishing help content in the SAP knowledge base, using IxiaSoft CCMS. Product documentation included new feature descriptions and usage procedures, as well as on-screen help—including guided tours.

- Produced a What's New video before every release on the most significant feature enhancements. Worked on delivering Hotfix docs to customers that captured every bug fix done during the sprint.

SugarBox Networks
Manager, Technical Communications, Aug 2020 - Sept 2022, Remote

- Authored, reviewed, and managed team deliverables and built an 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, Pune

- Developed product documentation by collaborating with globally distributed cross-functional teams, release notes, and API references for a data-engineering solution.

- Wrote UI texts, such as tooltips, empty states, and mouse-hover/placeholder/system/error messages, remaining mindful of translation-related guidelines.

Persistent Systems
Team Lead, Information Developer, Nov 2013 - May 2017, Pune

- Created eLearning videos for medical device MVPs, using Camtasia and Audacity.

- Developed a user guide for VMware's vRealize Network Insight, using Arbortext DITA XML Editor for authoring.

- In an IBM project, worked on updating the product documentation and maintaining the operations guide. Also, migrated the Operations Guide from the legacy Microsoft Word to XML format.

Rolta India
Senior Technical Writer, Aug 2012 - Jul 2013, Mumbai

- Developed content for new feature enhancements for a GIS-based application belonging to the military domain. Used RoboHelp for authoring the content.

AI Tools		Other Tools
Name	*Purpose*	*Purpose & Name*
Napkin	Used it to convert text to graphics	Authoring: Oxygen/Arbor text Editor, RoboHelp, Confluence, MS Word
Piktochart	Used it to create infographics, presentations, reports	Diagramming & Video: Visio, Camtasia
HeyGen	Used it to generate videos	DAP: WalkMe
Eleven Labs	Used it to generate voice narrations	Docs Like Code: GitHub-flavored Markdown, Git
NoteBook LM	Used it to summarize and analyze documents	API Documentation: Swagger UI, Postman
Otter	Used it transcribe meetings	Screen Capture: Snagit
Cursor	Used it to generate codes	Project Management: Jira
Google Colab	Use to generate Python codes	Ticketing: Service Now
Chat GPT, DeepSeek, Perplexity, Claude	Use for search	

Polaris Software Lab
Technical Writer, Oct 2010 - Aug 2012, Mumbai

- For a banking and finance software, co-authored a user guide using RoboHelp authoring tool.

- Validated the Installation and Configuration Guide by installing and configuring the product, following the step-by-step instructions mentioned in the document

Connectiva Systems
Technical Writer, Feb 2008 - Sept 2010, Kolkata

- For a telecom product, developed content for new features and worked on training PPTs.

Compare Infobase
Content Writer, Jan 2007 - Dec 2008, Kolkata

- 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-Graduation in Mass Communication and Journalism, Calcutta University 2005 - 2006

- B.Com (Hons), Calcutta University, 2002 - 2005

- ISC & ICSE, Assembly of God Church, 2002

CERTIFICATIONS

- API Documentation

- DITA XML

- Camtasia

- UX Writing

- Git and GitHub for Writers

- AI and Genrative AI - Microsoft Certification (in progress)

[My Online Interactive Resume](#)