



AYANANTA CHOWDHURY

SENIOR MANAGER, TECHNICAL WRITING

ABOUT

Most recently served as Senior Technical Manager, User Assistance at HCL Technologies until April 2025. Have 16+ years of experience transforming complex enterprise applications into intuitive user experiences and creating developer-focused API documentation.

My core competencies include printed/online help, UX writing, guided tours, video tutorials, business process explorers, and API documentation.

VISION

I envision building AI-native documentation using RAG and Agentic AI to transform static help systems into intelligent assistants that proactively guide users through complex workflows with personalized and contextual support tailored to their expertise, role, and language.

WORK EXPERIENCE

HCL Technologies

Senior Technical Manager, User Assistance, 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, compared to the previous year.
- Authored, reviewed, and delivered product documentation, including Guided Tours to customers every three months by publishing help content in the SAP knowledge base; maintained and managed content using IxiaSoft CCMS.
- 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.

PROFESSIONAL SKILLS

- Written Communication
- AI-Powered Technical Writing
- Retrieval-Augmented Generation (RAG)
- Component Content Management System (CCMS)
- Agentic AI
- UX Writing
- Video Tutorials
- Structured Documentation (DITA)
- Digital Adoption Platform
- Docs Like Code
- API Documentation
- Low-Code AI Tools
- Diagramming and Flowcharting

CONTACTS

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🌐 [My Website](#)

[in](#) [LinkedIn Profile](#)

ACHIEVEMENTS

I am proud to have significantly reduced support tickets by over 53% for an SAP product during my tenure at HCL for the year ending December 31, 2024, compared to the previous year. Additionally, I lowered the configuration time for SugarBox Network's hyperlocal CDN with business partners' Origin servers by 31.44%. I have led teams at HCL Technologies and Persistent Systems, overseeing Content Strategy and Information Architecture.

ARTIFACTS

- Microcopy (UI texts)
- User Manuals
- Troubleshooting Guides
- Installation and Configuration Guides
- Release Notes
- What's New Videos
- Hotfix Docs
- API Documentation
- Video Tutorials
- Infographics

TECHNICAL PROFICIENCIES

Familiarity with:

- XML
- JSON
 - YAML
 - HTML
 - JavaScript
 - Python

SugarBox Networks

Manager, Technical Communicator, Aug 2020 - Sept 2022, Remote

- Authored, managed, and delivered product documentation for the company's Hyperlocal CDN solution.
- Helped lower partner integration time for Origin server setup by 31.44% by developing a configuration guide that explained complex concepts and configurations in a way that even non-technical people can understand.
- Authored 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 for a data-engineering solution by collaborating with globally distributed cross-functional teams. Compiled Release Notes and drafted Hotfix Documentation .
- Wrote UI texts, such as tooltips, empty states, and mouse-hover/placeholder/system/error messages, remaining mindful of translation-related guidelines.
- Wrote API Documentation, covering both conceptual and reference details. Written sections on overview, authorization and authentication, getting started, sample codes, and tutorials for every API. In the Reference part, written detailed description of every request and response parameters.

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.

TOOLS

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 to 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	CCMS: IxiaSoft

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.

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

- Worked on the User and Training Guides of a revenue-assurance product belonging to the Telecom domain. I developed content for new feature enhancements and worked on the training PPTs.

Compare Infobase

Content Writer, Jan 2007 - Dec 2007, 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
- UX Writing
- Camtasia
- Git and GitHub for Writers
- DITA XML
- AI and Generative AI - Microsoft Certification (in progress)



**Ayananta — Senior Manager
Technical Writing**

Documentation that accelerates product adoption and reduces support load.
example.com