

S. Bharath Ram

Senior Technical Writer | Aspiring Product Manager | GE Vernova

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PROFESSIONAL SUMMARY

Senior Technical Writer with nearly a decade of experience developing clear, outcome-focused documentation for industrial automation and software products. Skilled at collaborating with developers, engineering managers, and product managers to translate complex concepts into user-centric content that supports product adoption, usability, and customer success.

With a strong foundation in engineering and a deep interest in how products evolve from concept to release, I focus on aligning documentation with product strategy and user workflows. Passionate about creating communication that enhances user experience, strengthens cross-functional collaboration, and contributes to delivering high-quality, impactful products.

CORE PM & TECHNICAL SKILLS

Product Discovery, Problem Framing, PRD & Specs, Roadmapping, MVP/Experiments, Prioritization (RICE, MoSCoW, Kano), Personas & Journey Mapping, Design Thinking, Agile/Scrum, Sprint Planning, Data Storytelling, Market Sizing, Competitive Analysis, Stakeholder Management, Technical Writing, Information Architecture, Industrial Automation

TOOLS & TECH

Jira, Aha!, Confluence, Figma (basic), MS Office, Power BI (basic), Git, Markdown, DITA, REST API Documentation, Oxygen XML Author, Camtasia, Adobe RoboHelp, Adobe FrameMaker, Redoc cli (open-source), Prompt Engineering (basic).

PROFESSIONAL EXPERIENCE

GE Vernova — Senior Technical Writer (Aug 2021 – Present)

- Own documentation strategy and execution for OT/industrial software; align content to releases and user workflows.
- Collaborate with PM/UX/Engineering to capture requirements, refine acceptance criteria, and flag usability gaps early.
- Instrumented feedback loops (support tickets, in-product help usage) to identify top doc gaps; prioritized fixes by impact.
- Lead deprecation/comms plans: feature sunset notices, release notes, and migration guides to minimize friction.

HCL Technologies — Technical Writer (Jul 2018 – Aug 2021)

- Created and maintained user guides, installation, and configuration manuals for enterprise software products.
- Collaborated with developers and QA engineers to update technical content aligned with feature enhancements and release timelines.
- Tools: Adobe FrameMaker, Captivate, RoboHelp, JIRA, and ClearQuest.

Rusada — Technical Writer (Mar 2017 – Jul 2018)

- Developed context-sensitive help content for aviation MRO enterprise software applications.
- Worked closely with the development team to ensure technical accuracy and usability.
- Tools: Adobe RoboHelp, Microsoft TFS, and SVN.

The Tech Scribes — Technical Writer (Oct 2016 – Dec 2016)

- Created online help documentation for a real estate web platform.
- Tools: Adobe RoboHelp.

Freelance Writer — Self-Employed (Jan 2016 – Oct 2016)

- Prepared professional summary reports for individuals seeking immigration opportunities.
- Focused on clarity, structure, and compliance with global standards.

Early Engineering & Technical Roles — Jotun Paints, BASF India, and KCC Paint India (2009 – 2016)

- Worked in coating advisory, quality analysis, and technical officer roles supporting manufacturing and industrial clients.
- Created inspection and audit reports, quality analysis summaries, and troubleshooting guides.
- Conducted technical training sessions and corporate presentations for process and product improvement.
- Tools: Microsoft Word, Excel, and PowerPoint.

SELECTED PM-FACING PROJECTS

- MakeMyTrip Group Booking a holistic UX teardown and Improvements Proposal (assignment): User research, user empathy, problem statements, features listing, MVP based on MoSCoW and RICE frameworks, success metrics, and mockup wireframes.
- Coffee Bar Persona Identification (practice): problem statements, MVP scope, INR pricing bands; TAM/SAM/SOM.

- Snabbit Home Services (assignment): User research, market research, product vision, mission, problem statement, Product planning document.
- ChatGPT Enhancements Portfolio: certificate integrity and chat-history control; problem statements and value hypotheses.

EDUCATION & CERTIFICATIONS

- Executive Program in Product Management — IIT Guwahati (Aug 2025 – Apr 2026, in progress)
- B. Tech, Chemical Engineering — Sathyabama University (2005–2009), Chennai
- Udemy Product Management Course (2025, in progress)
- PG Diploma Certification in Technical Writing — Kbuffer Institute, Chennai

ACHIEVEMENTS & IMPACT

- Received Impact Award for mentoring writers during the Subtractathon event, helping the team reach the Top 5 for innovation and collaboration.
- Received Impact Award for developing a Redoc-based automation solution that generated REST API documentation efficiently, saving developer time and improving consistency.
- Received Impact Award for designing a content effectiveness tracking system, enabling teams to analyze engagement data and gain actionable insights.
- Proposed multiple ChatGPT product enhancement ideas, including certificate integrity validation and user-controlled chat history management, demonstrating product thinking and user empathy.