

Bipin Pandey

Information Architect | Content Strategist

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R.V. College | Aeronautical Eng. | 8.4 | 2008-2012

PROFESSIONAL SUMMARY

Strategic Information Architect and Content Strategist with over 14 years of experience designing customer-centric documentation ecosystems, scalable content architectures, and intelligent publishing frameworks. Adept at transforming unstructured data into structured, reusable content using metadata, taxonomy, and automation. Expert in building AI-powered documentation systems (RAG, chatbots, analytics) that improve search, discoverability, and content personalization. A data-driven leader who bridges the gap between technical teams and business goals, focused on optimizing the developer experience and measurably improving content performance.

CORE COMPETENCIES

- **Strategy & Architecture:** Information Architecture (IA), Content Strategy, Content Modeling, Taxonomy & Metadata Design, Content Governance
- **AI & Technology:** AI-Driven Content Solutions, RAG Frameworks, Chatbots, LLM Integration, API Documentation (REST, GraphQL)
- **User & Developer Experience:** Developer Experience (DX) Optimization, User Research, Customer Journey Mapping, Content Personalization
- **Leadership & Operations:** Team Leadership, Stakeholder Management, Analytics & Performance Measurement, Content Merchandising

TECHNICAL SKILLS

- **Authoring & CMS:** DITA, XML, XSLT, Markdown, AEM, SEO Optimization, CMS Management
- **APIs & Automation:** REST APIs, GraphQL, Swagger, Postman, CI/CD, DevOps, DocOps
- **Web & Programming:** Python, JavaScript, HTML, CSS
- **Tools & Platforms:** Adobe Analytics, Jenkins, Lucid chart, PlantUML, Gliffy, Git

PROFESSIONAL EXPERIENCE

Principal Information Architect | Actian | Bangalore, Karnataka

Apr 2024 – Present

- Architected a new IA for developer documentation, improving content discoverability by 48% and reducing user confusion by 90%.
- Spearheaded the design and deployment of an intelligent documentation chatbot (using a RAG framework and multiple LLMs) that reduced support ticket volume by 35%.
- Developed a scalable content model and governance framework to unify technical, UI, and marketing content, ensuring a single source of truth across the customer journey.
- Governed metadata strategies and taxonomies that improved content reusability, findability, and dynamic linking by 70%.
- Engineered a content merchandising strategy for the customer checkout process, delivering personalized content that increased plan upsells by 15%.
- Optimized SEO for all technical documentation, increasing organic traffic by 50%.
- Implemented CI/CD documentation pipelines, reducing deployment time by 40%.

Information Architect | Adobe | Bangalore, Karnataka

Sep 2021 – Apr 2024

- Directed content strategy and IA for Adobe HelpX (1M+ quarterly users), including all developer-facing documentation.
- Architected an M&A documentation framework that streamlined engineering onboarding, cutting new hire ramp-up time by 70%.
- Orchestrated a personalized content strategy for the checkout/onboarding funnel, boosting product adoption rates by 25%.
- Defined and enforced content governance standards, models, and workflows for a global team of writers and content contributors.
- Implemented a Swagger-based API documentation system with an interactive sandbox, rated as a top-three feature by developers.

- Developed a content performance dashboard with Adobe Analytics to track developer engagement (99% accuracy) and inform data-driven strategy.
- Designed customer journey maps and IA frameworks for B2B/B2C platforms to improve self-service adoption.

Senior Technical Writer/Information Architect | ABB | Bangalore, Karnataka Aug 2020 – Aug 2021

- Designed and executed the documentation strategy for the developer ecosystem (API, CLI, mobile SDKs).
- Restructured the entire documentation portfolio based on IA principles and user feedback, improving navigation satisfaction scores by 40%.
- Analyzed usage metrics and search analytics to identify user pain points, leading to a 20% reduction in bounce rate on key help pages.

Senior Technical Writer | Aristocrat Technologies | Gurgaon, Haryana Nov 2018 – Jun 2020

- Designed DITA-based information models and architecture for all new structured documentation, serving as the foundation for the company's content strategy.
- Developed and governed the corporate taxonomy, metadata schemas, and XML validation constraints.
- Led the successful migration of legacy Word/InDesign documentation to structured DITA, enabling multi-channel publishing.

Technical Writer | MYCOM OSI Network | Bangalore, Karnataka Nov 2012 – Oct 2018

- Produced a full suite of technical documentation, including API reference guides, troubleshooting manuals, and quick-start guides.
- Translated complex technical specifications from engineering and QA into clear, user-centric documentation.
- Documented complex system workflows using Lucid chart, PlantUML, and Gliffy.
- Managed documentation in version control systems, ensuring proper branching and merging strategies.

CERTIFICATIONS & AWARDS

- **Certifications:** UX Foundations: Information Architecture | The Web Developer Bootcamp 2022 | Jenkins Essential Training | Learning REST APIs | Learn API documentation with JSON and XML
- **Awards:** Adobe Kudos! Award | ABB ERS Champion | Aristocrat Associate of the Month | Mycom Star of the Month