

Sailaja Bachhu

Technical Writer

Hyderabad, India

+91 9491644907

bsailaja.bsailaja@gmail.com

[LinkedIn Profile](#)

Professional Summary

Creative and resourceful Technical Writer with over 15 years of experience in documenting software and hardware products across telecommunications, healthcare, and finance industries. Adept at simplifying complex technical concepts for diverse audiences, collaborating with cross-functional teams, and ensuring content accuracy and quality. Proven ability to work in fast-paced environments and deliver high-quality documentation within tight deadlines. Experienced in using AI tools like Copilot and ChatGPT to enhance documentation processes.

Technical Skills

- **Authoring Tools:** Author-it, RoboHelp, MadCap Flare, Adobe FrameMaker, Confluence, Microsoft Word
- **Version Control & Project Tracking:** Visual Studio Code (Markdown), GitHub, Jira, Azure DevOps
- **Image & Video Editing Tools:** SnagIt, GIMP, Photoshop, Adobe Captivate, Camtasia
- **Publishing & Output Formats:** PDF, CHM, Web Help, Mobile Help
- **Content Development Methodologies:** Structured Authoring, DITA, XML-based Content Management, Minimalism
- **Operating Systems and Office Tools:** Windows OS, Microsoft Office Suite
- **AI Tools:** Copilot, ChatGPT

Professional Experience

Hexagon Capability Center India (P) Ltd

Senior User Assistance Consultant

Mar 2021 - Present (4 years, 2 months)

- Developed and maintained user guides, online help, API documentation, and training materials.
- Collaborated with cross-functional teams to ensure content accuracy and clarity.
- Awarded multiple "Pat on the Back" recognitions for outstanding performance and timely delivery.
- Analysed and understood SaaS-based products like Smart Build Insight and Smart 3D.

- Developed content strategy for ongoing development, growth, and improvement of the content.
- Participated in UI development by providing and reviewing label/in-product verbiage.
- Utilized Copilot and ChatGPT to enhance documentation quality and streamline content creation processes.

Trigent Software (P) Ltd (Microsoft)

Technical Writer

Sept 2020 – Mar 2021 (6 months)

- Authored and published end-user documentation for Dynamics 365 Customer Service and Omnichannel in GitHub and Visual Studio Code (Markdown).
- Developed API Reference and Entity Reference documents, and other developer documents for CRM developers.
- Used GitHub for user engagement, resolving user queries about product features, and leveraging user feedback to improve documentation experience.

Cognizant Technology Solutions

Technical Writer

Oct 2015 – Oct 2019 (4 years)

- Produced user manuals, release notes, and online help for various software applications.
- Implemented structured authoring and minimalism principles to improve documentation quality.
- Worked on projects for clients like Schneider Electric, Toyota Motor Corporation, and Wells Fargo.

MSP HITECT Sdn Bhd

Technical Writer

Oct 2012 – June 2014 (1 year, 8 months)

- Developed technical documentation for hardware and software products.
- Ensured documentation met industry standards and client requirements.
- Created technical manuals, operation manuals, installation guides, and developer guides.

Citec Engineering India (P) Ltd

Documentation Engineer

Jan 2008 – Dec 2009 (2 years)

- Created and maintained engineering documentation.
- Collaborated with engineers and project managers to ensure accuracy.
- Acted as final quality control for sub-supplier and customer documentation.

Research Center Imarat

Project Engineer

July 2005 – Jan 2008 (2 years, 6 months)

- Managed project documentation and technical reports.
- Coordinated with various departments to gather and compile information.

Hackathon & Innovation Projects

Spark 720 Hackathon – Employee Mentoring for Personal Development

Participant | Hexagon Capability Center India | September 2021

- Designed a holistic mentoring solution titled "**Employee-Led Mentoring for Personal Development**", integrating mentorship with technical training, QA, user assistance, and IT management.
- Developed a platform concept to support employee growth through structured mentoring, skill development, and confidential feedback mechanisms.
- Promoted a culture of continuous learning under the theme "**Learn – Grow – Innovate**", aligning with Hexagon's innovation and employee development goals.
- Contributed to solution design, user messaging, and strategic alignment with organizational learning initiatives.

ALI Innovation Program - AI-Powered Enterprise Chatbot for Policy and Process Compliance

Team Lead | Hexagon Capability Center India | May -July 2025

- Led a team to develop an AI chatbot that helps employees quickly find company process and compliance information (e.g., ISO, NQA, audits).
- Built the solution using Azure OpenAI, Azure Cognitive Search, Power Automate Desktop, and Azure Blob Storage.
- Enabled instant answers to questions on training locations, leave balance, policy updates, GitHub Copilot usage, and laptop travel procedures.
- Developed and integrated the chatbot into a custom-built internal webpage using HTML, providing a clean and accessible user interface.
- Designed the chatbot interface with a floating launcher, modal popup, tooltip, and custom animations for enhanced user engagement.
- Improved information access and reduced manual search time by 60%, boosting employee productivity and audit readiness.

Education

Bachelor of Technology (Electronics & Instrumentation)

Bhoj Reddy Engineering College for Women (Affiliated to JNTU)

Soft Skills

- Effective Communication
- User-Focused Writing
- Collaboration
- Problem-Solving
- Adaptability
- Time Management
- Attention to Detail
- Stakeholder Engagement

Core Competencies

- Technical Documentation
- Stakeholder Collaboration
- Content Strategy
- Structured Authoring
- UI/UX Writing
- API Documentation
- Agile Methodologies
- Information Architecture
- Quality Assurance