

Kaihkashan Nakhuda

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Highly experienced and detail-oriented Senior Technical Writer with a keen ability to distill complex concepts into clear, concise content for diverse audiences. Strong project management skills with a proven track record of completing technical writing projects independently and improving documentation processes. With more than 12 years of technical writing experience, I have contributed to 7+ Help Centers, around 1000 articles, and 15+ user and install guides. Have extensive experience in writing technical Help Center documentation, SDK and API documentation, user manuals, release notes, and UX copy.

Capable of building a good rapport with cross-functional teams, such as Product, Engineering, and client-facing teams, helps me in getting my job done faster. With my quick learning and "no challenge is a challenge that can't be overcome" attitude, I am proactively seeking out opportunities for professional development to expand my technical knowledge and skills.

Senior Technical Writer, Adjust GmbH

Berlin, Germany – Dec. 2020 to Nov 2024

- Spearheaded setting up the new Help Center subsite, while deprecating the legacy Adjust product.
- Led the information architecture and content design strategy to ensure that the content is easy to follow, in terms of the structure and flow.
- Restructured, revamped, and rewrote sections of the existing Help Center to make it clear, concise, and straightforward. These new and updated sections eliminated the need for assistance, freeing up about 80% of the Technical Account Managers' time to focus on other tasks.
- Generated User journey articles to demonstrate how a user can leverage multiple features of the product for a specific use case. This article was used by the Sales team to pitch the product to new clients, which had a direct impact on the company's revenue.
- Collaborated closely with team members to move the Developer content in the Help Center to its own separate Developer Hub.
- Employed the Docs as Code philosophy and the Diátaxis framework to document SDK and API documentation for developers. Client-facing teams mentioned that clients were able to onboard faster to the product independently, and their reliance on support went down by about 50%.
- Leveraged Google Analytics and Hotjar data to understand Help Center bounce off rates and improve the quality of our content. The percentage of support tickets for updated topics decreased by about 60% within the first quarter.
- Advised the product, engineering, and client-facing teams on content.

Senior Specialist Technical Writer, PTC Inc.

Pune, India – Aug. 2015 to Nov 2020

- Created and updated API documentation, Release Notes, and Best Practices content using DITA and DITA CMS authoring principles.
- Worked on a wide array of documentation that covered installation, upgrade, user, administration, and configuration scenarios.
- Developed help content for flagship PTC products, such as ThingWorx Flow, ThingWorx Analytics Manager, and ThingWorx Utilities.
- Worked on the content architecture strategy to ensure that the content is easy to follow, in terms of the structure and flow. I worked on over 500 topics independently, including concepts, tasks, and references, for ThingWorx Flow, all of which were included in a single market release. Clients were able to set up and use this complex product independently, without needing to contact support.
- Reviewed the UI and provided UX copy that included UI fields, tool tips and error messages.
- Adopted Design Thinking principles to enrich the overall user experience of the product and help content.
- Defined the user assistance strategy for the products that I worked on.
- Applied Search Engine Optimization techniques in the Help Centers to enable better indexing by Search Engines.

Other Activities:

- Participated in the PTC AI Hackathon in February 2019.
- Facilitated Design Thinking workshops for all PTC Pune employees.
- Represented PTC at MindSpark, the technology fest held at the College of Engineering, Pune, for 3 consecutive years, 2017, 2018, and 2019.

Senior Information Developer, Persistent Systems Limited

Pune, India – Aug. 2012 to July 2015

- Restructured existing installation guides into separate guides, Installation and Upgrade guides.
- Managed content in the Installation guides, Upgrade guides, User guides, and Release Notes.
- Single-sourced DITA files for common topics across multiple products to reduce the number of files created.
- Coordinated with the development and QA teams, and technical writers across multiple geographical locations for information about new or changed content.
- Conducted live review sessions with the product management, development, testing, marketing, and editorial teams to fill in existing documentation gaps.
- Worked in ensuring that monthly maintenance releases went out as per schedule.
- Wrote technical blogs and created videos for release-specific features for IBM applications.

- Estimated documentation impact and word count to smoothen the localization process.

Technical Writing Trainee, Persistent Systems Limited**Pune, India – June 2012 to July 2012**

Underwent technical writing training and then took an assessment, which in turn resulted in being absorbed as a full-time employee.

Technical Editor (Freelancer) , Nirali Prakashan**Pune, India – June 2011 to June 2012**

Edited Engineering and Management books.

SKILLS & TECH COMPETENCIES

- Documentation philosophies or frameworks: Docs as Code, Diátaxis, DITA
- Technical writing expertise: Help Center, SDK documentation, API documentation, user guides, installation guides, Release Notes, technical blogs
- Tech: Markdown, HTML, CSS, XML
- Content Management: GitHub, Contentful
- Project management: JIRA, SVN, GitHub
- Authoring tools: Markdown editors, Confluence, Arbortext Editor, Oxygen XML, Adobe RoboHelp, Adobe FrameMaker, Microsoft Word
- Video tools: Camtasia, Wistia
- Languages: English - bilingual, native; German - Limited working proficiency

EDUCATION

- **M.Sc. (Electronics)** from Poona College of Arts, Science and Commerce, University of Pune in 2012.
- **B.Sc. (Electronics)** from Poona College of Arts, Science and Commerce, University of Pune in 2010.