

# Kaihkashan Nakhuda

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## CAREER CONTOUR: 12+ Years

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Highly experienced and detail-oriented 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.

Capable of building a good rapport with cross-functional teams, such as Product, Engineering, and client-facing teams, quickly 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.

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### Senior Technical Writer, Adjust GmbH

Berlin, Germany – Dec. 2020 to Nov 2024

- Took complete ownership of setting up the new Help Center subsite, while deprecating the legacy Adjust product.
- Worked on 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.
- Created User journey articles to demonstrate how a user can leverage multiple features of the product for a specific use case.
- 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.
- Leveraged Google Analytics and Hotjar data to understand Help Center bounce off rates and improve the quality of our content.
- Worked with the product, engineering, and client-facing teams to ensure that all updates are well-documented.

### 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.
- 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.
- Worked with product engineering teams across geographic locations to ensure that all updates are well-documented.
- 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.
- Conducted 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.

**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.

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**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
- Languages: English - bilingual, native; German - Limited working proficiency

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**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.