LAVANYA KASTURI (She/Her)

Lead Technical Writer | Programmer Writer | Content Developer | Ex- Microsoft | Entrepreneur

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Hiro Systems, Remote   **June 2022 – Sep 2023**
Lead Technical Writer
docs.hiro.so

- Incepted, designed and shipped "**API demo panel**" in docs, which led to a ~10% increase in API traffic to >200M requests/month.
- Authored over 10 deeply technical **blockchain** based Hiro products using Docusaurus, which increased developer and community engagement by 20% on Docs.
- Designed and delivered the documentation landing page using JavaScript and React, featuring delightful DevEx, resulting in an 8% increase in user engagement.
- Reduced code and content duplication by 40% by streamlining **Web3** content management through remote content plugin, which led to significant reduction in documentation debt.
- Improved search DevEx in Hiro Docs, delivering lightning-fast, relevant results and a search history, enhancing productivity and user satisfaction. .
- Revamped the **OpenAPI Swagger** docs with detailed endpoint examples, resulting in a remarkable 15% boost in CSAT score for Docs in 23Q2 developer survey.

Environment: Bitcoin and Stacks Blockchains, Crypto Wallets, Docusaurus, GitHub, Rust, JavaScript, Visual Studio Code, Markdown, OpenAPI/Sockets..

Microsoft Azure Cloud, Remote   **May 2019 – June 2022**
Programmer writer

- Conceived and meticulously documented an automated PowerShell script for user authentication to digital twins, resulting in a remarkable 25% reduction in onboarding time.
- Designed and executed an API Try-IT feature for both Control plane and Data plane APIs, leading to a 6% boost in API traffic.
- Spearheaded the discovery, authoring and publishing of the Azure digital twins documentation, resulting in a 10% higher user onboarding rate after the launch, an unmet milestone in the Azure IoT product portfolio.
- Elevated the content standards of digital twins documentation from 55% to an impressive 85% through rigorous quality assurance checks and the implementation of a feedback mechanism.
- Led sprint planning, task management, and reporting for the project, a key factor in the successful on-time General Availability (GA) launch of the digital twins product.

Mainframe and Midrange modernization:

- Owned and collaborated with engineering teams to restructure app and data modernizations which increased the onboarding of users by 4% in a month.
- Proposed and created a centralized Github repository to reuse code snippets which reduced the duplication of content by 60%.
- Owned and led a team of 10 technical writers to plan and manage the weekly task checklist.

MS Learn:

- Designed and implemented learning paths for Azure IoT and Azure Digital Twins products resulting in a 5% increase in the number of customers.
- Restructured documentation to differentiate CLI, portal and explorer workflows resulting in the 10% reduction in the onboarding process time.

Environment: Azure cloud, C#, Azure cloud shell, Visual studio code, GitHub, markdown, Power BI, DevOps.

Ensocare – Transition, Seattle WA   **Jun 2013 - Dec 2014**
Program Manager and QA Lead

- Onboarded 6 customers within the first 4 weeks of project delivery increasing the revenue generation by 35%.
- Owned Jira project progress dashboards, resource allocation and stakeholder communication.

G/Technology-Designer – Intergraph, Hyderabad, India.   **Aug 2011 - Jul 2012**
Software Analyst

- Proposed and improved UI interface for G-Technology product resulting in 5% reduction in search time and 3% increase in the revenue.
- Owned requirement analysis and feasibility studies for G-Technology product.

Environment: C#.net, Oracle 10g/11g, Manual Testing, QTP 10 & Toad, QC(ALM).

Swarajhari School of Music   **May 2015 - Present**
Founder and Director

- Planning, scheduling classes for 30+ students at various levels.
- Documenting the musical notations and maintaining them in the cloud.