

I am a senior technical documentation professional with 10 years of experience in technical content projects, nearly 7 years as a writer, and over 3.5 years as a manager. I have an extensive track record of success, drawing on a wealth of technical insights and a deep technology skillset to improve project document workflow, developer journey, delivery, content strategies, and quality, maximizing user understanding for products such as Data Privacy, Logistics, Telecom, SaaS, Cloud Security, and other dynamic technologies delivered by top companies. As a leader, I excel at building, training, and optimizing teams' performance that exceeds organizational and customer expectations.

CORE STRENGTHS

- ◆ Team Building & Leadership
- ◆ Technical Documentation
- ◆ Document & Training Management
- ◆ User Stories & Personas
- ◆ Content & Knowledge Management
- ◆ Strategic Planning & Gap Analysis
- ◆ Product Analysis & Evaluation
- ◆ Program & Project Management
- ◆ Workflow Optimization
- ◆ Data Privacy & Security
- ◆ Cross-Functional Collaboration
- ◆ Staff Training & Development
- ◆ Complex Problem-Solving
- ◆ Research & Analysis
- ◆ Customer Success

TECHNICAL SKILLS

Authoring & Interactive Adoption Tools: Adobe RoboHelp, Microsoft & Chicago Style guides, Madcap Flare, DITA, XML Authoring (Oxygen), Microsoft Office, G Suite, WalkMe, Whatfix

Markup Language, Version Control, Image Editing Tools, & Tracking: Markdown, VS Code, TextEdit, GitHub, Perforce, SVN, SnagIt, JIRA, Asana

Content Management & Knowledge Base Systems: WordPress, Notion, GSuite, Drupal, Lexicon, Zendesk, Confluence, Document 360, Helpjuice

Public Cloud Platforms & Generative AI: AWS Cloud, Google Cloud, Chatgpt, Kindo.ai

Video Creation & Architectural Diagram Tools: Adobe Captivate, Camtasia, Powtoon, Draw.io, Giffy, Lucid Charts

Methodologies & Site Analytics: Agile, Docs-as-Code, DevOps, Waterfall, DDL, Google Analytics (G3, G4)

CAREER HIGHLIGHTS

Authored and presented thought leadership pieces at the RSA conference, outlining the pivotal role of code analysis in data privacy compliance such as GDPR.

Successfully led the transition from traditional documentation methods to DITA XML authoring using Oxygen XML Editor, ensuring a smooth and efficient migration process for the entire documentation team.

Championed docs-as-code approach to boost developer engagement on the open-source platform, adding over 300 contributors in six months, reducing the review process duration, and increasing stakeholder engagement by 50% within the first year of implementation.

Led Customer Onboarding campaigns to optimize and measure content efficacy, resulting in a significant increase in open rates (from 0.47% to 35%) and click-through rates (from 0% to 3.5%).

CAREER EXPERIENCE

DELHIVERY LTD

Lead Technical Writer

Aug 2024-Present

- Collaborating with cross-functional teams and leadership to develop and manage documentation for Delhivery's core products and developer platforms, driving the process from initial design to implementation.
- Responsible for planning, coordinating, and owning the documentation roadmap, focusing on timely delivery of milestones and achieving a 20% improvement in documentation quality and usability metrics.

Relyance AI (GOODWORDS LLC)

Dec 2023-June 2023

Senior Technical Writer

- Teaming up with the Relyance AI team to strategize, develop, and release documentation for data privacy solutions that empower organizations to protect their confidential data and comply with regulatory standards.
- Developed and executed documentation processes, suggesting, and combining cutting-edge tools and knowledge base portals to improve productivity and information accessibility.
- Transformed platform APIs and developer documentation, enhancing accessibility, training, and user experience.

LOGINEXT SOLUTIONS

Aug 2023-Dec 2023

Senior/Lead Technical Writer & Consultant

- Took on enhancing Content Optimization strategies to improve online content performance.
- Successfully facilitated webinars and onboarding email campaigns to optimize content, resulting in a remarkable increase in open rates from 0.47% to 35% and click-through rates from 0% to 3.5%.
- Managed team's performance, goals, KRAs, and training development program.
- Reviewed and analyzed the team's Help articles, API documentation, developer portal documents, and the UX/UI writing content to ensure high-quality content.
- Reviewed and provided insights on Product Requirement Documents (PRDs) to contribute to product development and enhancement efforts.

SUMO LOGIC

Oct 2022 – July 2023

Lead – Technical Content & Learning

- Hired, coached, and groomed writers in India.
- Maintained strong collaborative relationships with global leads to facilitate seamless project assignments and integration of Chatbot to the production environment using Generative AI tools like Chatgpt.
- Involved in the initiative to perform site analytics on the documentation platform, delivering key insights for ongoing product feature development and enhancements.
- Directed team's initiatives to implement the docs-as-code approach, enhancing the documentation site and increasing the contributions of developers and end users.

INNOVACER

Jan 2022 – Oct 2022

Senior Technical Writer

Managed documentation efforts for the platform products while initially overseeing a single writer and actively working to expand the team.

- Ideated, designed, and worked hand-in-hand with the Helpjuice team to build and deliver a developer documentation portal that became a vital resource supporting developers building apps on the platform.
 - Additionally, authored API documentation to educate developers on how APIs work for effective integration with developers' APIs.
- Delivered documentation set for Innovaccer's Developer Portal, providing sandbox testing and deployment guidance on integrating AI, ML, and NLP capabilities into third-party applications, enabling developers to seamlessly leverage Innovaccer's advanced healthcare solutions.
- Devised WalkMe workflows customized to user personas, created specialized data models, delivered system architectural diagrams, and reviewed/approved team project workflows.

AMDOCS

Jun 2020 – Dec 2021

Technical Publication Team Lead

Solely responsible for developing extensive technical manuals for Amdocs legacy products ActixOne and Analyzer, ensuring the delivery of high value, user-friendly documentation for telecom and cloud platforms. Documents included Administration, Release Notes, Troubleshooting, Instruction, Database, and Call Trace Manuals among others, demonstrating complete ownership of product documentation and enhancements.

- Completely redesigned the organization's style guide to ensure all document requirements were met.
- Played a key role in working closely with stakeholders to eliminate gaps in the product delivery process.
- Developed Online Help for ActixOne and Analyzer products for the global customer base.
- Successfully designed a comprehensive roadmap to drive the delivery of 25 manuals for a major platform change/release involving three products.

- Conducted weekly meetings to engage all stakeholders, set clear review guidelines, escalate loopholes, create processes, collaborative resolve issues, and went extra mile to fix all gaps.

ADOBE SYSTEMS

Mar 2019 – May 2020

Senior Technical Writer

Oversaw the development/delivery of product documentation for the DevOps team, including Client Onboarding, Performance Benchmarking, API, Instruction & Procedural, SRE, and Apache Cassandra Cluster documentation, among other highly specialized documents.

- Engaged with DBAs, Project Managers, DevOps Engineers, and SREs to gather requirements and develop a website using Confluence to store all DevOps team documentation in one place for easy access by developers.
 - Additionally, provided fast search capabilities, HTML tags, FAQs, Survey forms, Customer Onboarding, and a comment box, with rating options.
 - The new site was launched on time and became a tremendous help resource for new developers to reduce customer support calls as developers were able to self-address issues.
- Served as a subject-matter expert reviewing, editing, and recommending key changes for existing documents.
- Gathered/leveraged user feedback to identify and resolve key content issues and develop related content for FAQs, Tech Notes, Videos, and Helpdesk updates.

EVC VENTURES

Jul 2018 – Feb 2019

Senior Technical Writer

Collaborated with the Design team to address content issues with effective solutions and strategies, as well as recommended changes to enhance the product website's UI capabilities.

- Produced content for Self-Guided Tutorials, In-App Guides, Training Videos, and other resources utilizing Adobe Captivate and Camtasia.
- Organized/facilitated expert product training for employees, customers, and partners.
- Made major contributions to improve the organization's in-built editor and successfully integrated Whatfix's self-help flows for product walkthroughs.

MAHINDRA COMVIVA

Jan 2016 – Jul 2018

Technical Writer

Designed online help resources, training presentations, and product specification manuals for CPaaS applications like Integrated Messaging, Pretups, and SMSGateway.

- Analyzed reports and client requirements to reduce support tickets, and crafted Integration manuals, user guides, and installation guides according to client requirements.
- Authored structured, standardized technical documents utilizing XML-authoring tools, applying coding standards and collaborating with subject-matter experts to finalize documents.
- Designed Whatfix Self Help flows, PowToon Videos, and Captivate Videos for critical operations.

NIIT LTD

Sep 2014 – Dec 2015

Content Developer

Partnered with subject-matter experts to gather and understand client requirements. Developed WBTs, ILTs, CBTs, and simulations to produce CCNA and Skillsoft Courses for users, in addition to crafting course materials such as guides, and job aides, as part of course development.

EDUCATION

Master of Science in Information Technology, Jain University

Bachelor of Computer Application, SS Jain Subodh PG College

PROFESSIONAL CERTIFICATIONS

Certified Product Owner by Scrum Alliance

Certified by Northeastern University in Data Privacy Fundamentals

Certified by Pennsylvania University in Data Privacy Laws

Certified in Assertive Communication & Business Communication by Del Carnegie Gurgaon

