

# Manoj Kumar Thakur

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Senior Technical Writer with 9+ years of experience with specializing in developer/data platform docs and regulated content. Proven record producing service manuals, SOPs, troubleshooting guides, and API/data platform documentation across IT, autonomous vehicles, medical devices, semiconductors, automotive, and aerospace industries. Expert in structured authoring (DITA, Oxygen XML), developer tooling (GitLab/GitHub, CI/CD, Markdown, CLI), and compliance (FDA 21 CFR Part 11, ISO 13485, S1000D, ATA iSpec 2200). Partner closely with engineers/SMEs to deliver clear, searchable, and audit-ready content.

## Core Skills

<b>Docs &amp; Domains:</b>	Developer docs, API/SDK guides, service manuals, SOPs, troubleshooting, release notes, first-responder guides, repair guides, IFU
<b>Authoring &amp; CCMS:</b>	Oxygen XML, DITA, MadCap Flare, FrameMaker, Arbortext, Markdown
<b>Dev &amp; APIs:</b>	OpenAPI/Swagger, Postman, REST, JSON/YAML, CLI docs
<b>Versioning &amp; CI/CD:</b>	GitLab, GitHub, PR/MR workflows, automated linting/validation, CI previews
<b>CMS &amp; Collaboration:</b>	Confluence, SDL Tridion Docs, PTC Windchill, Veeva Vault, SharePoint, Jira
<b>Graphics &amp; CAD:</b>	Adobe Illustrator, Photoshop, Microsoft Visio, CATIA, CAD tools
<b>Standards &amp; Compliance:</b>	FDA 21 CFR Part 11, ISO 13485, IEC 62304, S1000D, ATA iSpec 2200, ASD-STE100, ISO 9001, Automotive SPICE
<b>Platforms &amp; Tools:</b>	VS Code, Microsoft 365, Power BI
<b>Operating System:</b>	Windows, Ubuntu, iOS

## Experience

APR 2025 – PRESENT

**Technical Writer | Indeed | Austin, Texas**

- Own and publish external, developer-facing docs for Analyze, Orchestrate, Discover, Trino, and IQL (Imhotep Query Language) on the Partner/Developer Docs portal.
- Author API reference and how-to content in Markdown; document REST endpoints/OpenAPI, data models (JSON/YAML), errors, and end-to-end workflows.
- Work in GitLab MR workflows using VS Code and CLI; integrate docs into CI/CD with automated previews, link checks, and linting to keep reviews fast and reliable.
- Partner with Engineering/PM/UX to turn specs, demos, and sprint outcomes into accurate docs; cover requirements, architecture overviews, and release notes.

- Maintain a structured, searchable internal wiki/knowledge base; align content to style guides, taxonomy, and compliance requirements.
- Create architecture diagrams, workflow illustrations, and UI walkthroughs (Visio/Illustrator) to accelerate onboarding and reduce support questions.
- Document data pipelines/ETL, internal SDKs/CLIs, and operational runbooks, improving developer adoption and troubleshooting speed.
- Contribute to technical specs/RFCs and decision logs; plan and track doc work through stand-ups, sprint planning, and retrospectives; proactively close content gaps.

DEC 2024 – APR 2025

**Technical Writer | Zoox Headquarters | Foster City, California**

- Authored service/repair/troubleshooting manuals and SOPs for autonomous robo-taxi systems.
- Produced diagnostic flowcharts and process maps; standardized PM schedules and checklists.
- Drove version control and review cycles in GitHub and Confluence; applied org style guides.
- Created first-responder and emergency shutdown protocols; developed rework/retrofit bulletins.
- Delivered illustrations and UI walkthroughs; validated procedures with engineers/technicians.
- Tools: Oxygen XML, CATIA 3DX, Photoshop, Jira.

JUN 2014 – JUL 2022

**Senior Technical Writer (Client engagements) | Cades Studec Technologies | Bengaluru, India**

**Client:** *Siemens Healthineers* | **May 2019 – Jul 2022**

- Produced IFUs, service manuals, SOPs, troubleshooting guides, FAQs aligned to FDA/ISO 13485.
- Authored structured content in Oxygen XML/DITA; implemented reuse for multi-channel publishing.
- Managed controlled content in Veeva Vault; coordinated peer reviews with healthcare professionals.
- Led localization via XLIFF and SDL Trados for multilingual releases.
- Built preventive maintenance, calibration, and system-health procedures; ran content audits for accuracy.

**Client:** *Intel Corporation* | **Oct 2017 – May 2019**

- Created service/maintenance/installation guides for semiconductor automation equipment.
- Authored in FrameMaker; produced schematics/diagrams in Visio/InDesign/CAD.
- Drove workflow control with PTC Windchill; collaborated with SMEs for process control and yield analysis.
- Wrote PM/calibration/troubleshooting instructions; enforced ESD and LOTO safety guidance.
- Supported translations and trained junior writers on industry standards.

**Client:** *Kia Motors* | **Apr 2016 – Oct 2017**

- Developed service manuals, repair guides, and diagnostics content using Framemaker and Madcapflare
- Automated content updates with Python scripting; managed repositories in Windchill/SharePoint.
- Produced wiring diagrams and interactive illustrations (Illustrator/Isodraw/Visio); applied STE principles.
- Ensured ISO/TS 16949 compliance; synchronized with training and service teams.

**Client:** *Airbus* | **Jun 2014 – Oct 2017**

- Authored AMM, IPC, SRP, and TSM content to ATA iSpec 2200, S1000D, ASD-STE100, FAA/EASA standards.

- Built XML content in ATMS/Arbortext; handled revision/configuration management (GIDOCA, DACAS, SAP).
- Integrated SB/MPD/COC/TN updates; resolved airline RFIs via TechRequest; tracked KPIs and milestones.
- Mentored junior writers on aerospace tooling and best practices.

**Client: Air India | Intern (Line/Base Maintenance) | Jun 2014 – Oct 2017**

- Assisted Aircraft Maintenance Engineers on Boeing and Airbus fleets in servicing, inspection, and troubleshooting; documented procedures.

## Education

MAY 2024

**Master of Information Technology | California Lutheran University | Thousand Oaks, California**

3.69 GPA • Member of university's Alumni Society

JUN 2013

**Bachelor of Aviation Technology | Singhania University | Rajasthan, India**

3.5 GPA

## Certifications

XML Essential Training (LinkedIn Learning) • Career Essentials in Data Analysis (Microsoft/LinkedIn) • Power BI Data Methods (PMI/LinkedIn) • Tableau Essential Training (NASBA/LinkedIn)

## AWARDS & ACHIEVEMENTS

- Promoted to Technical Data Engineer/Proofreading within two years for quality and performance.
- Three consecutive quality/on-time delivery awards.
- Introduced peer-review process, improving accuracy and reducing documentation errors by 15%.
- Re-architected the Data Platforms information hierarchy: standardized taxonomy, navigation IA, and versioning; improved findability and reduced duplication, lowering external support asks by 25%.

## Activities

Gardening • Cooking • Hiking • Love Anime • Travel