

Madaswamy Technical Writer



sci.madz@gmail.com



8892826369



Chennai, India



Madaswamy



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PROFILE

Senior Technical Writer with 12 years of experience delivering user-centric documentation for enterprise applications across banking, aerospace, and content management domains.

Specialized in API documentation, compliance-driven content, and creating documentation that reduces support overhead while accelerating user adoption.

Proven track record of collaborating with cross-functional teams to transform complex technical concepts into clear, actionable content.



TECHNICAL SKILLS

Documentation Types:

User Guides, Online Help, Installation Guides, Release Notes, API Documentation, Training Videos, Component Maintenance Manuals

Markup & Languages:

XML, HTML, Markdown, SGML, S1000D

Authoring & Editing Tools:

Adobe RoboHelp, Adobe FrameMaker, MadCap Flare, ArborText Editor, MS Office Suite, Confluence, Camtasia, Snagit

API Tools:

Postman, Swagger/OpenAPI

Version Control:

Git, GitHub



PROFESSIONAL EXPERIENCE

Tech Writer

April 2021 – March 2025 | Chennai, India

Tech Mahindra

- Authored and maintained comprehensive documentation suite for enterprise banking application, including user guides, API documentation, release notes, and installation guides using Adobe RoboHelp, ensuring compliance with financial industry standards
- Developed training videos to explain complex banking features, improving user comprehension and reducing support queries
- Led documentation efforts across multiple product releases, collaborating with product managers, QA teams, support staff, and SMEs to ensure technical accuracy and completeness
- Identified critical gaps in existing documentation and proactively implemented solutions to improve content quality and user experience
- Ensured all documentation adhered to internal style guides, regulatory standards, and industry best practices

Technical Writer

December 2016 – June 2020 | Chennai, India

Flatiron solutions

- Developed and maintained user manuals, online help systems, and release notes for Content Management application using MadCap Flare
- Collaborated closely with product managers, QA engineers, support teams, and SMEs to ensure technical accuracy and content relevance
- Partnered with Tech Pubs Team Lead and stakeholders to consistently meet project timelines and quality expectations
- Conducted thorough content reviews and updates to maintain technical accuracy, clarity, and usability across all documentation

- Enhanced documentation quality by systematically incorporating customer feedback and support team insights

Product Executive

January 2016 – October 2016

Ramco Systems Limited

Chennai, India

- Converted aircraft maintenance manuals from SGML to XML format, ensuring data integrity and compliance with aviation standards
- Created detailed job cards for aircraft routine inspection and maintenance activities using specialized aviation software
- Collaborated with engineering teams to verify technical accuracy and regulatory compliance of all documentation

Technical Writer

February 2015 – December 2015

GGS information services India Limited

Bangalore, India

- Authored and updated S1000D-compliant Component Maintenance Manuals (CMMs) using Adobe FrameMaker for aerospace clients
- Conducted detailed interviews with SMEs to gather technical information and ensure documentation accuracy
- Performed peer reviews to maintain consistency, clarity, and adherence to S1000D specifications
- Provided training and mentorship to new team members on S1000D standards and documentation best practices

Associate Consultant

November 2011 – January 2015

Capgemini Business Services India Limited

Bangalore, India

- Developed and updated maintenance manuals and illustrated parts catalogs from source materials including BOMs, Engineering Drawings, Service Bulletins, and Design Change Notices
- Utilized Adobe FrameMaker, ArborText Editor, and SAP for technical authoring, editing, and managing documentation updates
- Conducted comprehensive peer reviews to ensure clarity, accuracy, and consistency across all deliverables
- Communicated directly with international clients to resolve documentation queries and address technical issues efficiently

EDUCATION

Bachelor of Engineering

2006 – 2010 | Chennai, India

Madha Engineering College (Anna University)

LANGUAGES

- English
- Tamil

CERTIFICATES

Technical Writing (Software)

Tech Writer's Tribe

Fundamentals of API Documentation

Tech Writer's Tribe

Markdown and GitHub

Tech Writer's Tribe

MadCap Flare

Tech Writer's Tribe