



Manikanth Sharma R

Technical Writer | Illustrator | Reviewer
API Documentation Specialist

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Developing easily understandable technical documents for complex concepts and products with the aim of enhancing user comprehension, and optimizing the overall user experience.

EXPERIENCE - (8 years 3 months)

Entrance.ai India (Formerly LinkEZ Technologies), Hubli – *Technical Writer*

NOVEMBER 2023 - PRESENT

- Technical Writer for Sales, Marketing, Solution, Hardware, and Software Development Teams: Creation, revision, and complete management of Hardware Documentation (Operating and Maintenance Manuals, Assembly Instructions, etc.), Software Documentation (User-Guide for Web Based Applications (Platform as a Service), System Guide for IIoT tailored solutions), API Documentation (REST APIs/Webservices, JSON Validation, API testing, YAML), and Sales Documentation (Pitching Decks, Case Studies, Website Content, etc.)
- Collaborated with Hardware Design, Software Development & Testing, and Sales Team to document Hardware, Software, Solution, and Sales information

Wells Fargo, Chennai – *Procedure Writer*

MARCH 2022 - SEPTEMBER 2023

- Technical Writer for Business Procedures: Creation and revision of Standard Operating Procedures (for Complaint Handling), Departmental Procedures, and their resources (such as email templates, customer correspondences, reference materials, review scripts, FAQs, System Guides, Forms, Excel Tools, etc.) through intensive content management, Organization Policies, and Regulations
- Collaborated with SMEs/Business Units/Targeted Audiences to gather information and fulfill requirements, per DDLC
- Quality Reviewer for both Pre-publishing and Post publishing phases of DDLC

L&T Technology Services, Chennai – *Senior Engineer*

JUNE 2020 - MARCH 2022

- Technical Information Specialist for ESAB: Creation, revision, and translation of Hardware Manuals (such as Service/Maintenance Manual, Operating Manual, Troubleshooting Manual, Quick Start Guide (QSG), Assembly Instruction, Hardware Drawing - Part and Assembly, etc.) and their illustrations
- Partnered with SMEs, Mechanical, and R&D Teams right from the design phase

Lionbridge Technologies, Chennai – *Technical Author*

SEPTEMBER 2016 - MARCH 2020

- Technical writer for Rolls-Royce: Creation and revision of Engine Manuals (Install/Remove, Assembly/Disassembly, Cleaning Inspection Repair, Check and Rectify, Continuity and Resistance testing, etc.), Aircraft Maintenance Manual, and Service Bulletins. Used standards such as S1000D, ATAispec 2200, and STE to develop Structured Content using DITA
- Internal Quality reviewer for 1.5 years, and mentored a team of 3 trainees

EDUCATION

Hindustan University, Padur Chennai – *B. Tech*

AUGUST 2012 - APRIL 2016

Aeronautical Engineering, CGPA - 9.42, Project Paper: [Sandwich Composites](#)

SOFTWARE SKILLS

- Adobe Acrobat Acrobat DC
- Adobe InDesign
- Adobe Illustrator
- Adobe Photoshop
- Arbor Text Editor
- Canva
- Camtasia
- Confluence
- DITA XML
- Fusion 360
- Jira Kanban
- JT2GO Model Viewer
- MS-Office
- OpenText
- PDF-Exchange Viewer
- Postman
- PS2000, Ultra CSDB
- SharePoint
- Snag IT
- Solid Works
- Swagger

ACHIEVEMENTS

- Worked on more than 150 Jira tickets in a year for Tech content, Wells Fargo
- Delivering Best in Quality Illustrations to ESAB, L&T Technology Services
- Providing Quality-filled Best Practices to ESAB, L&T Technology Services
- Best in Production and Quality – Apr-Jun 2018 quarter, Lionbridge Tech
- Certified Internal Quality Reviewer, Lionbridge Tech

CERTIFICATIONS

- Certified API Documentation Specialist (REST APIs)

LANGUAGES

English, Hindi, and Tamil