PAVAN T

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Professional Snapshot

Technical Writer with 7 years of experience in creating, managing, and delivering high-quality documentation for SaaS, healthcare, and enterprise software domains. Skilled in developing structured and reusable content across the full documentation lifecycle, including User Guides, API References, Release Notes, Online Help, and Knowledge Base articles. Experienced in Agile/Scrum environments with a proven ability to collaborate cross-functionally with Product, Engineering, QA, and Regulatory teams.

Professional Experience

Nitor Infotech (An Ascendion Company)

Technical Lead – Technical Writing/Editing
May 2025 – Present

• Serving as Tech-Doc SPOC for Precisely's Automate and Data Enrich product documentation.
• Managing a team of writers and overseeing the documentation lifecycle, ensuring consistency, accuracy, and timely delivery.
• Authoring and reviewing structured content using **Oxygen XML Editor**, **MadCap Flare**, and **DitaToo (CMS)**.
• Conducting sprint planning and review meetings to align with Agile timelines and product releases.
• Creating and tracking documentation tickets, bugs, and reviews in **JIRA**.
• Partnering with cross-functional teams across engineering, QA, and product to align deliverables with release cycles and ensure version-controlled publication.

Clinisys India Pvt Ltd / Ness Digital Engineering

Senior Technical Writer
May 2023 – May 2025

• Acted as Tech-Doc SPOC in the healthcare domain, managing documentation for **Lab GPS**, **Bloodstream**, and **Drivers (LIS data communication)**.
• Owned end-to-end user and API documentation, including onboarding guides, implementation manuals, and release notes.
• Developed and maintained API documentation for REST endpoints – defining request/response schemas, authentication methods, and sample use cases.
• Collaborated with developers, architects, and QA teams for API testing using **Swagger** and **Postman**.
• Managed version control and content branching using **Git**, ensuring seamless collaboration and change traceability.
• Created visuals and walkthrough graphics using **Photoshop** and **Camtasia** for enhanced user adoption.
• Partnered with client teams to understand feature requirements and deliver documentation aligned with compliance and regulatory expectations.

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Siemens Healthineers Pvt Ltd

Senior Technical Writer/Editor (Level 9 Engineer)
Dec 2021 – Apr 2023

• Sole technical writer responsible for the **syngo.via Molecular Imaging** product documentation suite.
• Authored and published API documentation for **RESTful** and **GraphQL APIs**, covering endpoints, examples, and authentication details.
• Created and maintained end-user manuals, online help, and quick-start guides aligned with the **COSIMA Enterprise** authoring tool.
• Conducted feature analysis, SME interviews, and manual testing to validate documented functionality.
• Coordinated with localization and translation teams for global releases across 34+ languages.
• Managed release workflows including SAP integration for print numbers, document archival, and delivery.
• Collaborated with clinicians and end-users to improve clarity and usability of documentation.

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Capgemini Technology Services India Ltd

Analyst / Software Engineer – Technical Author/Illustrator
Dec 2018 – Dec 2021

• Authored and maintained documentation for **Bombardier Aerospace**, including **Aircraft Maintenance Manuals (AMM)**, **Wiring Diagram Manuals (WDM)**, and **Illustrated Parts Catalogs (IPC)**.
• Created DITA-based content using **Adobe FrameMaker** and **Arbortext Epic Editor**.
• Produced illustrations, schematics, and circuit diagrams using **Tech Illustrator**.
• Ensured compliance with **Simplified Technical English (STE)** and aviation documentation standards.
• Managed modification summaries and service bulletins; coordinated with SMEs to validate engineering data.
• Published and version-controlled manuals in **SAP** for customer delivery and archival.

Tools & Technologies

Authoring & CMS: MadCap Flare, Oxygen XML Editor, DitaToo, Arbortext Epic Editor, FrameMaker, COSIMA Enterprise
API & Developer Tools: Swagger, Postman, Visual Studio
Version Control: Git, SAP Workbench
Collaboration: JIRA, Polarion, Agile/Scrum
Graphics & Multimedia: Photoshop, Camtasia, Snagit
Others: XML, DITA, MS Word, Information Mapping

Key Strengths

• Expertise in developing documentation from scratch for new and legacy products.
• Skilled in Information Mapping, Minimalism, and topic-based authoring.
• Strong understanding of SDLC and DDLC, ensuring synchronized documentation across releases.
• Experienced in performing manual testing and product validation to ensure content accuracy.
• Proficient in reviewing and editing for grammar, consistency, and compliance with **Microsoft Style Guide**, **STE**, and **The Chicago Manual of Style**.
• Excellent communicator with strong collaboration, leadership, and mentoring skills.

Education

Bachelor of Engineering (Aeronautical Engineering)
SJC Institute of Technology | July 2014 – Aug 2018

Certifications

• Technical Writing Certification – WINPROTECH Solutions, Bangalore
• DITA and XML – LearningDITA (Online)

• MadCap Flare – Advanced Authoring and Publishing
• COSIMA Enterprise – Technical Documentation Workflow
• Arbortext Epic Editor – Structured Authoring and XML Management
• Oxygen XML Author – DITA and Structured Content Authoring

Activities & Interests

Travelling, long drives, exploring cuisines, and aviation technology enthusiast.

Declaration

I hereby declare that the above particulars given are true to the best of my knowledge and belief.

Pavan T