

SUMIT KAUSHIK

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An experienced technical writer specialized in API, Integration & Product documentation.

Sprinklr, Gurugram

Technical Writer, 2018 – Till Date

- Writing Product Feature Documentation and Release Notes on the cloud.
- Analysed API documentation requirements, and coordinating with other departments in the USA and Britain. Working closely with developers, QA staff, Marketing Department, and the Technical Support Department. Participated in project scoping and planning meetings.
- Setting up a new API testing environment in MASHERY IO docs.
- Planned API documentation project and strategies. Tracking the schedules and progress. Presented the progress many times on weekly call with Directors in the USA.
- Managed large, complex documentation across 17 points solution on 5 clouds.
- Leading a team of 4 writers.
- Developed:
 - User guides and manuals
 - API documentation for both internal and external users
 - API testing
 - Online help
 - Release notes, Patch release
 - Integration Documentation

Samsung R&D, Bengaluru (On roll of Lionbridge Tech. Pvt. Ltd.)

Senior linguist, 2017 – 2018

- Assisted on Samsung Bixby AI technology as a linguist.
- Provided tool support for other writers in divisions across the company.
- Participated in a team to develop company-wide best practices for producing Bixby Utterance references.

- Led a team of 5 writers to produce high-quality developer documentation.
- Gathered requirements, created documentation plans, assigned work, and tracked progress.
- Worked closely with developers, QA staff, and the Product Marketing Department.

Ornico Technologies Pvt. Ltd., Bhopal

Senior Technical Writer, 2014 – 2017

- Written Software Product documentation and Reference guides for users on dynamic projects.
- Provided feedback on Documentation design, filed error reports for existing documentation.

RKS Enterprises, Bhopal

Technical Writer, 2010 – 2012

- Written Instructional Guides, User Manuals on Airtel Project
- Worked closely with the Development and Quality Assurance departments to ensure accuracy, completeness, and customer satisfaction.

Languages

- Java, Python

Other Tools and Technologies

- Git, JIRA, OAuth, Swagger, Mashery, Postman, Slack, I/O Docs, Google suite, Rest API, UAT, API Testing.

Degrees

- MBA-(Marketing), BIET - 2014
 - B.E, RGPV Bhopal - 2010
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