Gyaneshwar Talwar

Thought leader in Tech comm tools and technologies |
Expert in REST APIs and Developer Documentation |
Relentless in the pursuit of finding a better way of doing
things

My areas of expertise

What I can do for you

DITA, CCMS, & Tech-Comm Tools

- Hands-on experience in implementing DITA with Tortoise SVN
- Migrated a product docset to DITA
- Test drove DITA with Adobe AEM
- Documented FrameMaker at Adobe and participated in shaping its features
- Created the ACE exam used to certify FrameMaker Experts

Video Creation

- A self-taught video creator
- Can work with Camtasia, Captivate, and Premiere Pro

REST APIs, Cloud, & Developer Documentation

- Expert in REST API documentation
- A sought after speaker and expert in REST APIs documentation
- Proven experience in developer documentation
- I have blogged extensively on REST APIs and Cloud documentation

Usability and NLP Strategies

- A staunch believer NLP can do wonders for technical content
- Have explored NLP libraries for testing text readability & style compliance.

DITA Experience

Persistent Systems 2007

Implemented DITA using DITA OT And Tortoise SVN to generate PDFs and Eclipse-based context help from the same source

Avaya 2009

Planned and managed migration of 2000 pages of PDF content to DITA - this included pre-automation planning and cleanup, post migration processing, and publishing the content

Documented FrameMaker and Participated in Feature discussions at Adobe 2010 - 2018
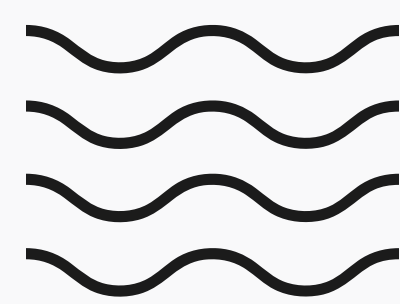
I documented FrameMaker and contributed to the visualization of features

Using XPath to clean up DITA Content - 2016

While working on DITA content, I realized there was a requirement for searching through conditions in DITA content and I devised a way using XPath to do it.
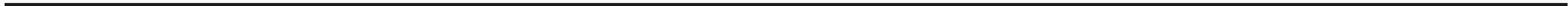
REST APIs and Cloud

Document REST APIs at NICE

CXone is a cloud based platform for contact centers. It can be integrated with many different applications. This requires REST APIs. I am working on documenting the authentication part of CXone's REST APIs. I have blogged about how REST APIs are something every technical writer should learn about, as no writer can stay insulated from REST APIs.

Developer Documentation

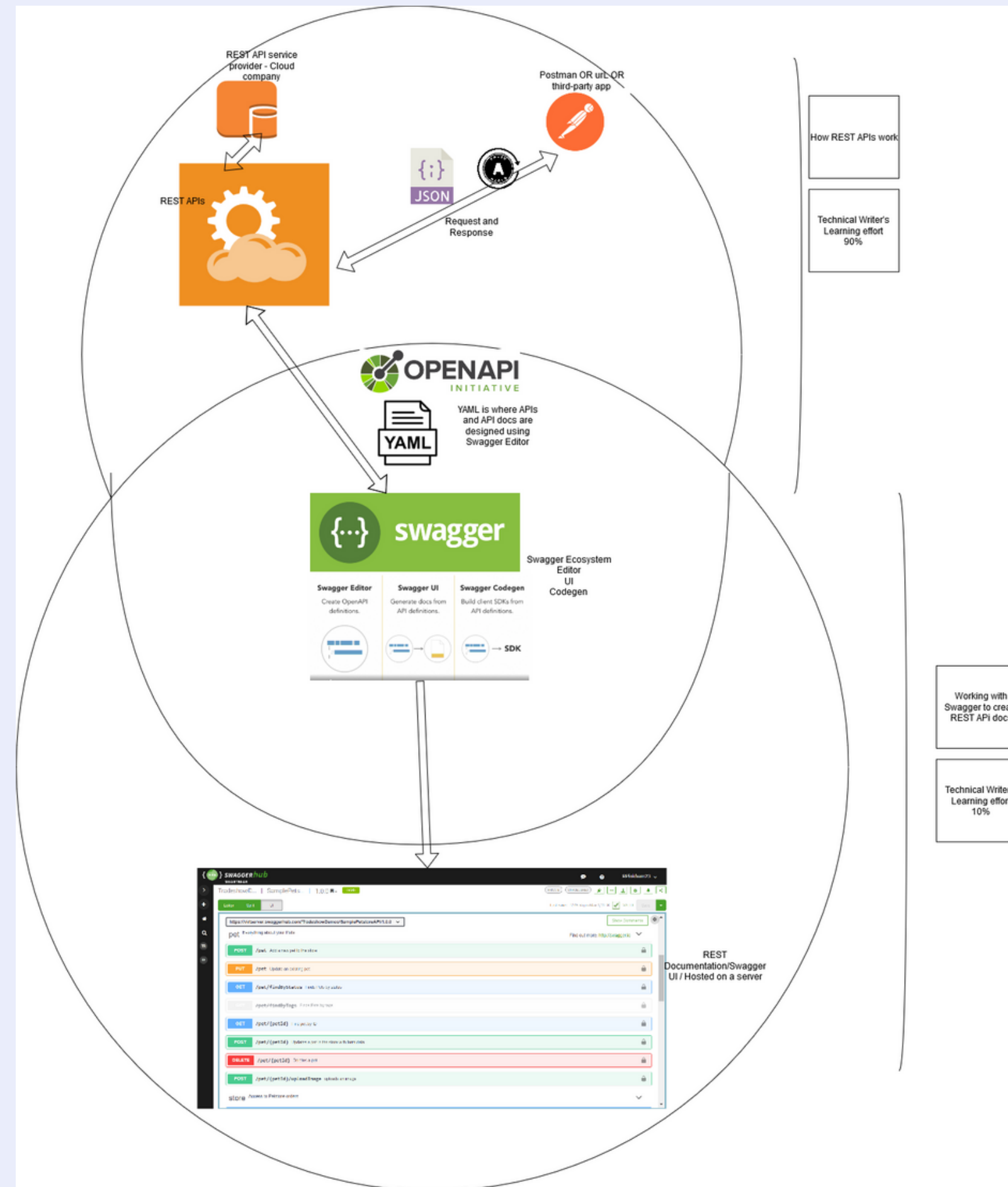Apart from REST APIs, I have done extensive developer documentation at Adobe Systems. Some samples:

- https://docs.adobe.com/content/help/en/experience-manager-65/developing/components/hobbes.html
- https://docs.adobe.com/content/help/en/experience-manager-65/assets/extending/assets-api-content-fragments.html
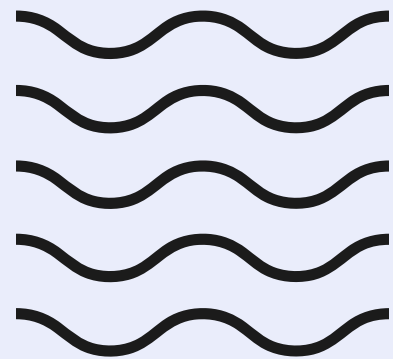
REST APIs Ecosystem & Docs

All that is to know about REST APIs documentation

Following is the graphic I created for explaining REST APIs ecosystem and Swagger to technical writers and others.
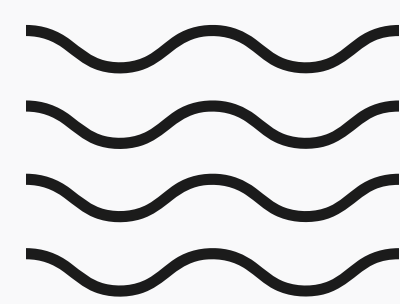
REST APIs Presentations

[Using Swagger to Document and Publish REST APIs Content](#)

Apart from presenting on various other subjects in India and Germany, I presented on Swagger and REST APIs documentation in TCWorld Bangalore. The session was received very well and feedback was very positive.

In-App Experience Tools Selection

NICE needed an in-app user assistance tool

I researched in-app user assistance tools and compared WalkMe, GainSight, and Whatfix. I recommended **GainSight** to my team and now we are buying it. In-app user assistance tool creates a layer of help within the app UI and provides walkthroughs, tooltips, and embedded help to the user from within the application. Most in-app tools also provide sophisticated user analytics too.

Blogs

Learning and progressing in career for Technical Writers with 10 years' experience

For anyone working in the IT industry, a great way to be relevant in the present and immediate future is to master the technologies that will shape the industry.It's the same for the technical writers. This blog post explores which fields an experienced technical writer can specialize in for a more rewarding career.

Make yourself cloud specialist technical writer: 2-day self learning tutorials

Cloud is pervasive. And, typically, if you are working in a company that makes cloud software, it will be using a combination of various Cloud services / components to make its software. This blog post gives a 2-day learning path of online courses through which a technical writer can develop a thorough understanding of cloud computing principles and application.

Life of (A)PI

There is a plethora of information on the internet about what an API is and API documentation. I found none to be clear enough. So I wrote this blog post using story of Life Of Pi to convey the basics of API and API documentation.
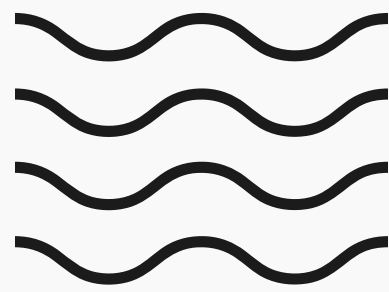
Free hosting of documentation site on GitHub with versioning/track changes

This was an experiment to develop a deeper understanding of GitHub and its concepts. I found one could host a technical documentation site on GitHub for free. GitHub provides versioning and track changes too. This could be more than enough for a startup or a small company's technical documentation requirements.

UX and NLP

UX

I have presented to Dev and QE staff of NICE on why UX (And documentation), not just the performance, are important for a software product. I have worked with teams to finetune the UX of the apps and on screen text and error messages.

NLP

I have used the TextStat python library to test readability level of text. In addition, I am exploring Spacy and TextBlob for automating style check in technical content.
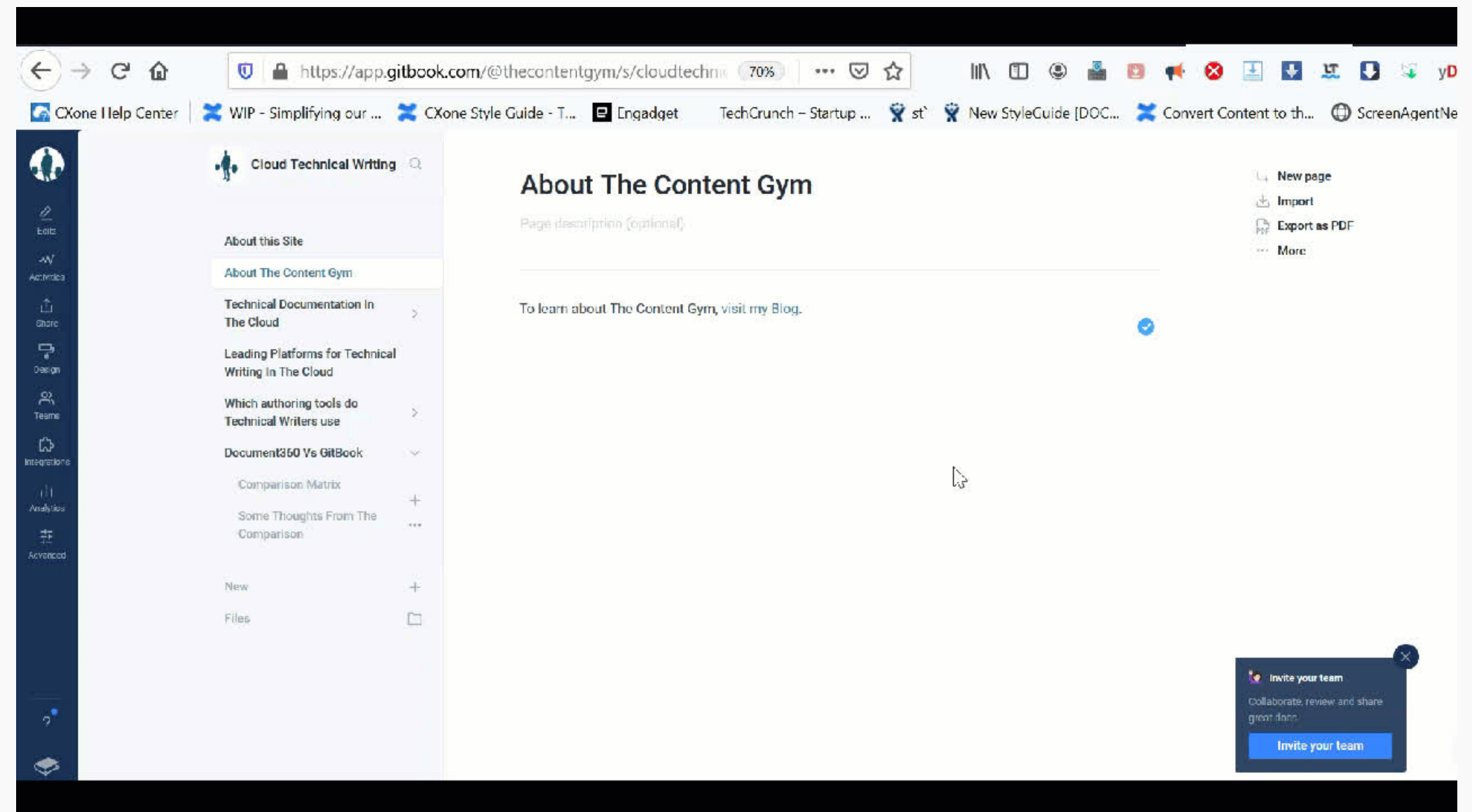
Technical Documentation in the Cloud for the Cloud

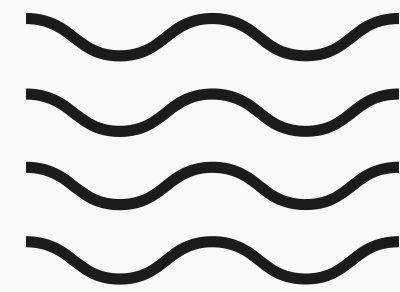**Analyzed the various cloud solutions for Technical Documentation**

Sample docsite:
https://thecontentgym.gitbook.io/cloudtechnical writing/

- GitBook
- Document360
- Docusaurus
- Confluence
- Outline

Videos

What is an API?

https://www.youtube.com/watch?v=RMH9eO6abyI&t=5s&ab_channel=TheContentGym

lumen5 - Video production using AI

https://youtu.be/NxEah5-ukvA

Create Context-Sensitive Help In Flare

https://www.youtube.com/watch?v=19_IebwLPRQ&ab_channel=TheContentGym

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