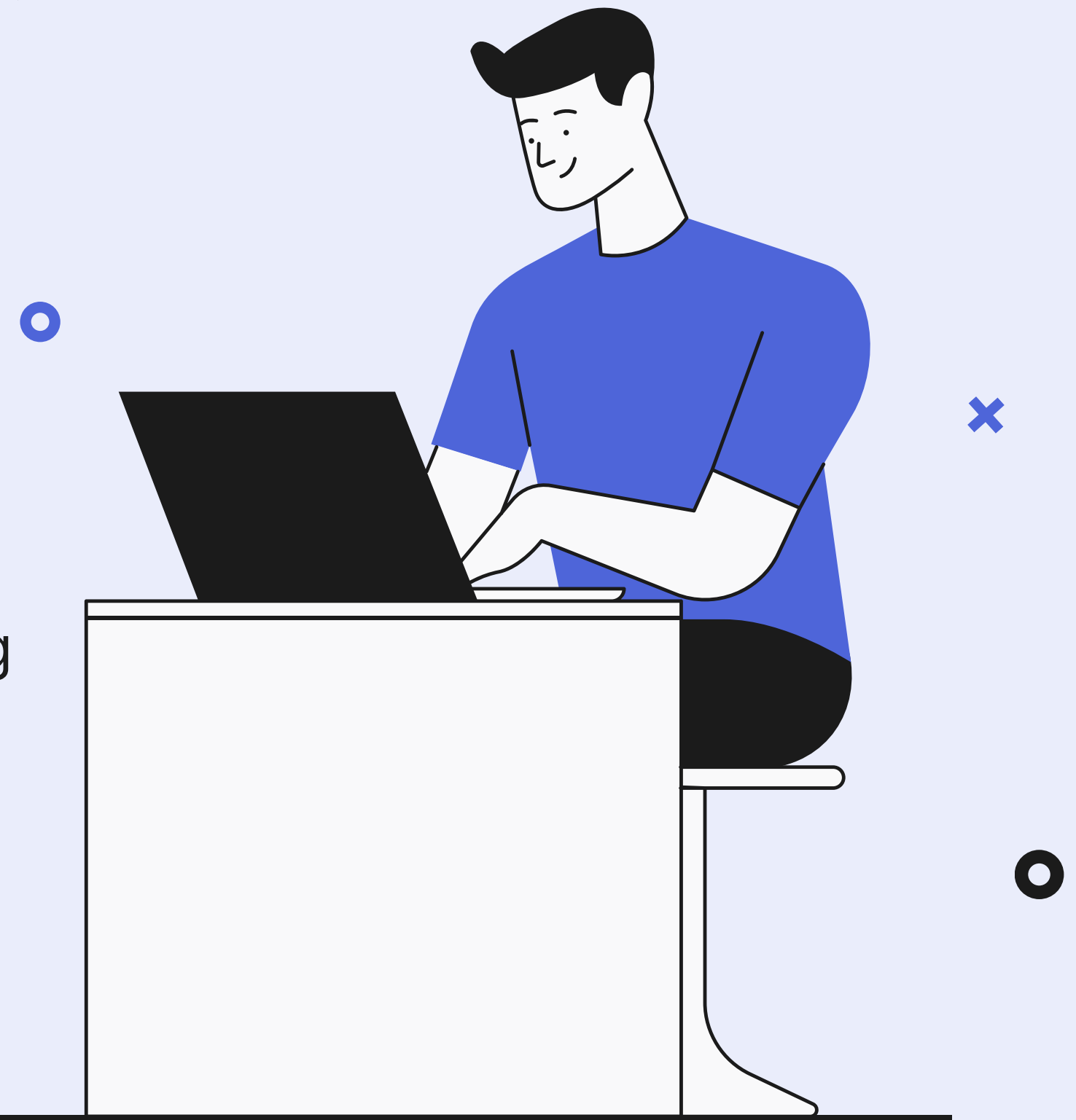
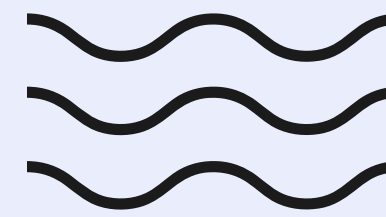


Gyaneshwar Talwar

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, Headless CMS, & 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 & 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 ClipChamp

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
- Dev Doc portal overhaul research and strategy at NICE Ltd

Python and NLP for content

- Create scripts to automate routine tech comm tasks
- 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

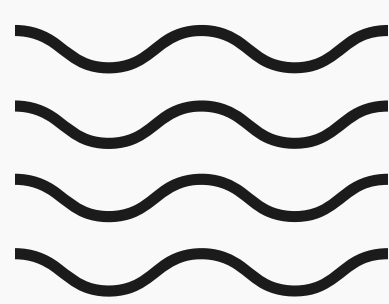
I documented FrameMaker and
contributed to the visualization
of features

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



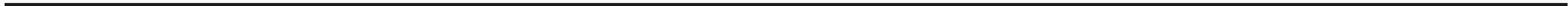
Document REST APIs at NICE

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:

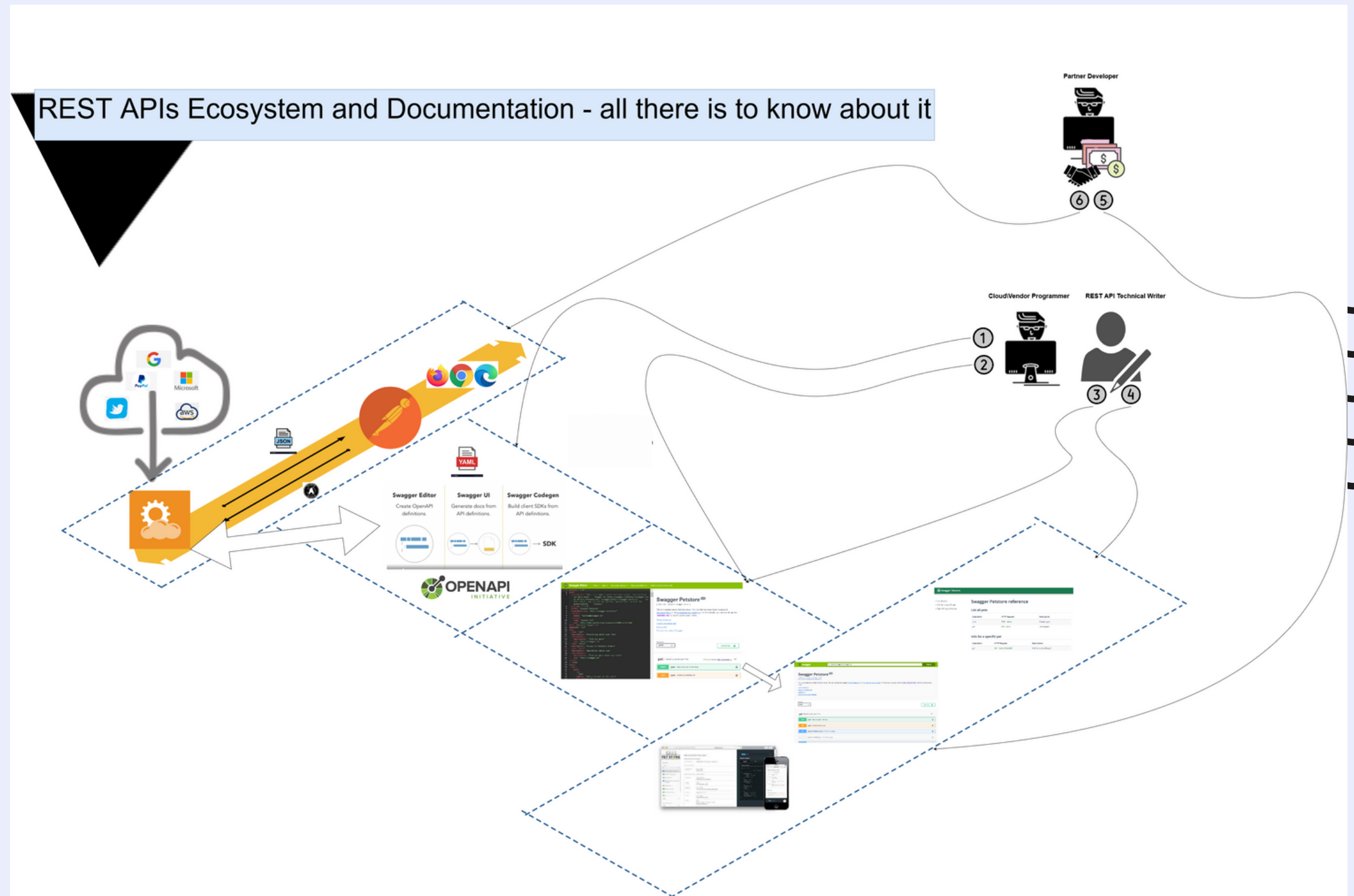
- <https://docs.adobe.com/content/help/en/experience-manager-65/developing/components/hobbes.html>
- <https://docs.adobe.com/content/help/en/experience-manager-65/assets/extending/assets-api-content-fragments.html>



REST APIs Ecosystem & Docs

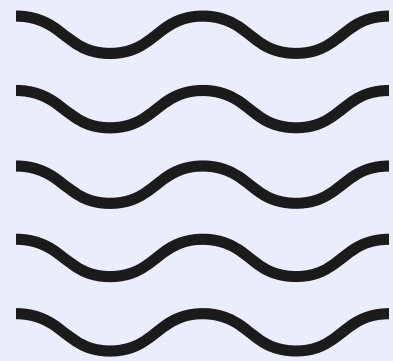
All that is to know
about REST APIs
documentation

The graphic I created for
explaining REST APIs
ecosystem and Swagger
to technical writers and
others.



REST APIs Presentations

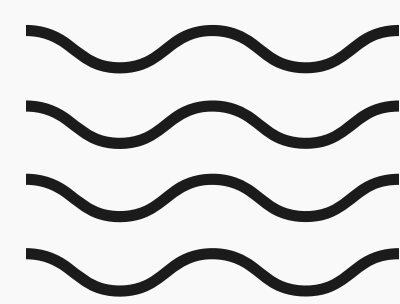
Using Swagger to Document and Publish REST APIs Content



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



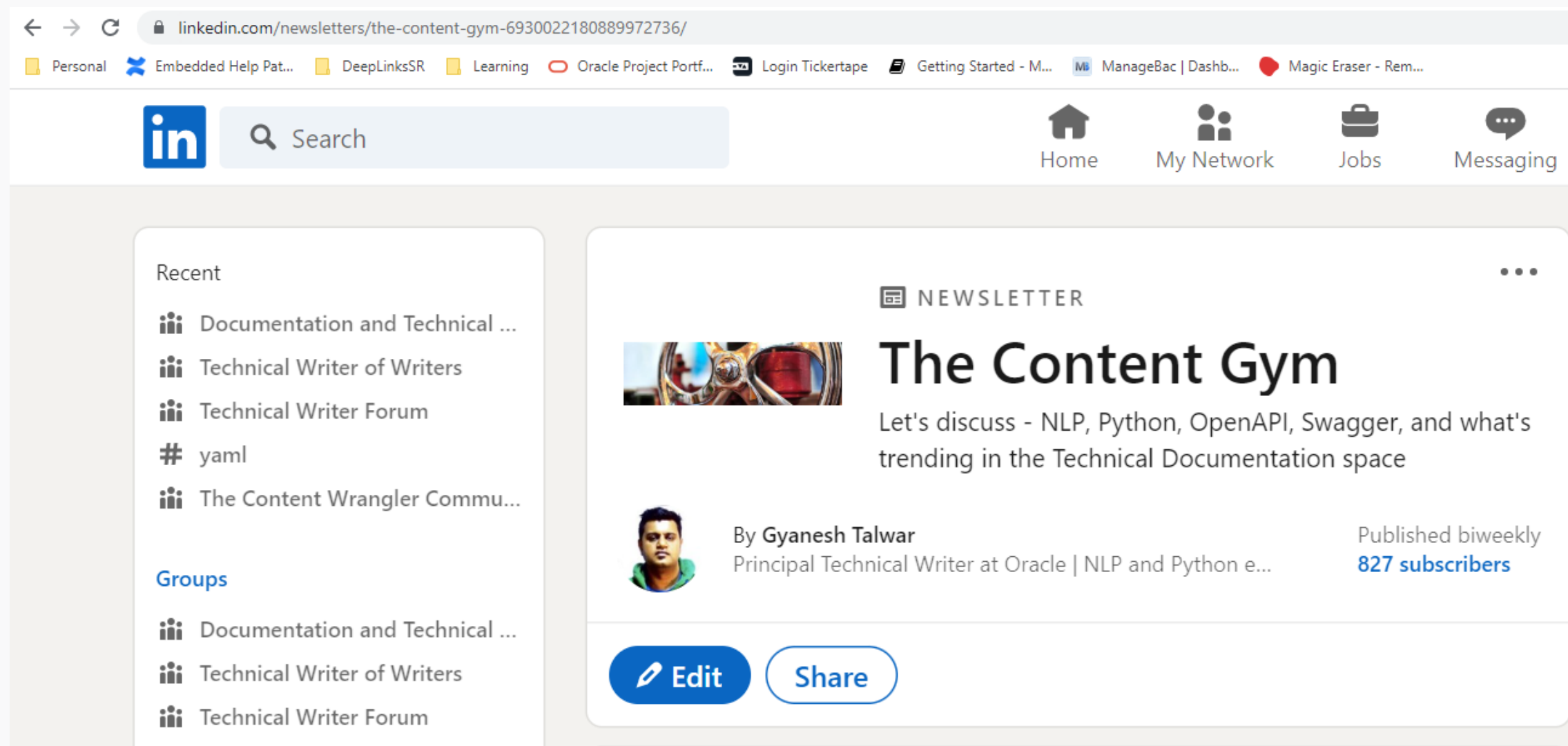
In-App Experience Tools Selection



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.

The Content Gym - a linkedin newsletter with an elite community of industry seniors



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

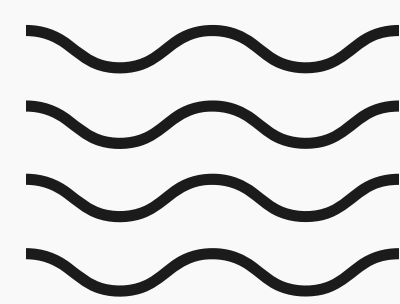
There is a plethora of information on the internet about what an API is and API documentation. I found none to be clear enough. So I wrote this blog post using story of Life Of Pi to convey the basics of API and API documentation.

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 create Python scripts utilizing the various NLP libraries to automate tech comm tasks, mine data, and check quality and standards compliance of the content:
<https://github.com/TheContentGym>



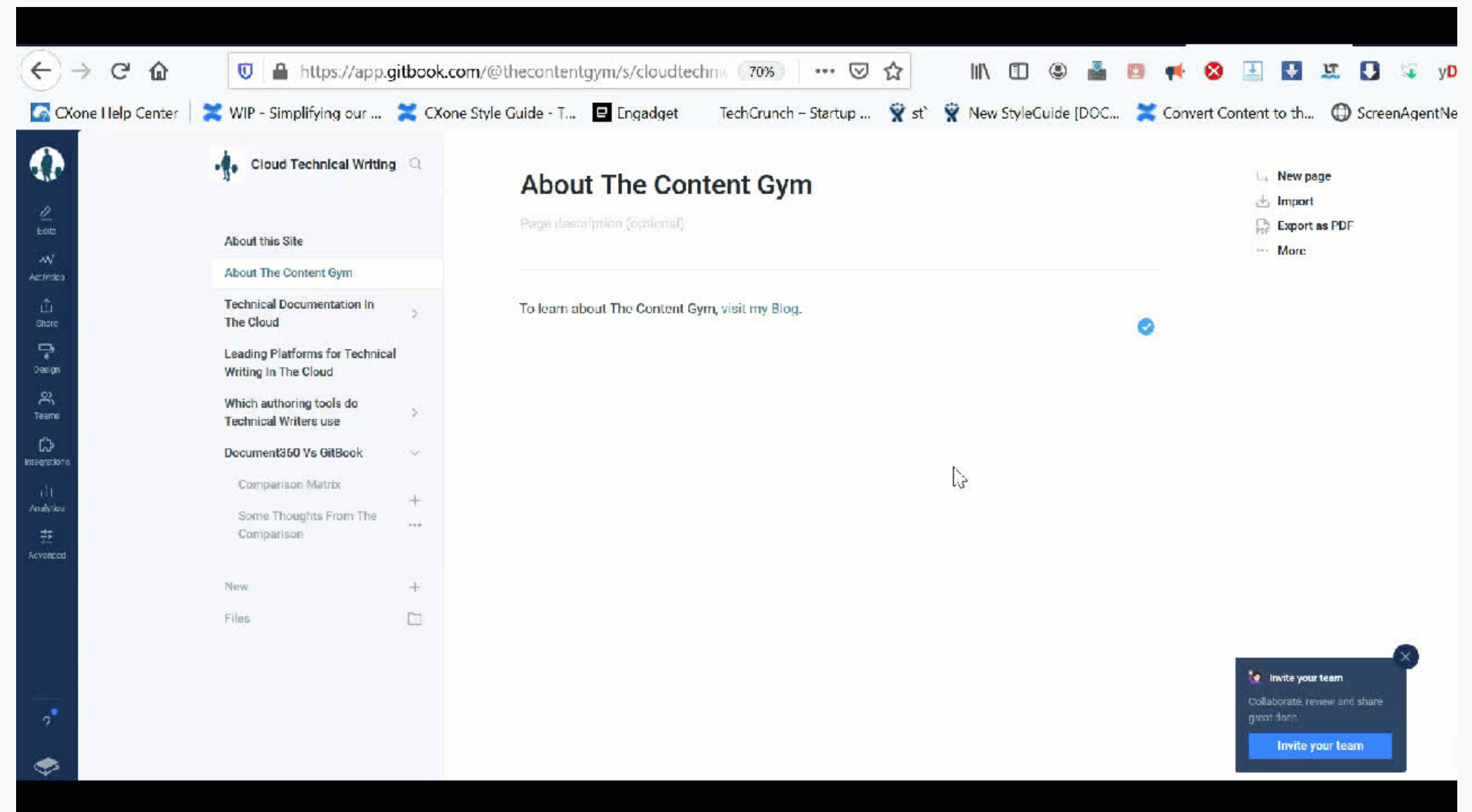
Technical Documentation in the Cloud for the Cloud

Analyzed the various cloud solutions for Technical Documentation

Sample docsite:

<https://thecontentgym.gitbook.io/cloudtechnicalwriting/>

- GitBook
- Document360
- DocuSaurus
- Confluence
- Outline



Videos

What is an API?

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

Do I need to know coding to do API documentation?

<https://youtu.be/LLDkfZfSjLs>

Headless CMS - demo

<https://www.youtube.com/watch?v=b7VNMmc0vFTI>

Create Context-Sensitive Help In Flare

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



Ways to reach out



Twitter

[@gyntlw](https://twitter.com/gyntlw)



Email

giant.tw.979@gmail.com



Blog

<https://thecontentgym.wordpress.com/>



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