Akhilesh Bhagwani

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SUMMARY

Results-driven professional with 9+ years of experience in technical writing, product development, and software solutions. Expertise in creating technical documentation, managing product lifecycles, and developing websites and eCommerce platforms.

SKILLS

Soft Skills: Analytical problem-solving, strong communication, collaboration, leadership, adaptability, time management, customer focus, attention to detail, critical thinking, and stakeholder management.

Project Management: Jira, Monday.com, SharePoint, Confluence and GitHub

Programming Languages: C, C++, HTML5, CSS3, JavaScript, XML, XHTML, Web API, and PHP

Operating System: Windows, Mac and Linux

Web Infrastructure: WordPress and Magento, Database Management, Security, Hosting and Deployment, Cloudflare CDN, Backup & Restore

Tools and Utilities: Microsoft Office Suite, Google Suite, Figma, Canva, Visio and SnagIt.

CRM: Zoho and Zendesk

Web Analytics: Google Analytics 4, Google Tag Manager, Hotjar, SEMrush, and Screaming Frog

Documentation Tools: Document X!, HubSpot Guide Creator, Madcap Flare, and Document 360

EXPERIENCE

Product Development Assistant- Web

Sundance College   May 2022 - November 2024, Calgary, AB

· Developed detailed user guides and manuals utilizing advanced authoring tools to support product features.
· Prospected and synthesized detailed information from subject matter experts, enhancing documentation precision.
· Collaborated with cross-functional teams using Jira to refine technical content for diverse audiences.
· Leveraged Microsoft Word styling tools to develop comprehensive manuals with clear formatting that improved end-user comprehension.
· Translated intricate technical data into clear, user-friendly content, aiding informed decisions for stakeholders and end-users.
· Managed document repositories, maintained version control, collaborated with cross-functional teams to ensure content accuracy, and streamlined workflows using Git.
· Assisted in designing and testing web-based product features using Agile methodologies, which enhanced platform engagement by 25% and reduced development cycle time by two weeks.
· Orchestrated the iteration process for web product features, utilizing Agile Sprint Planning to expedite release cycles by 15%, ensuring alignment with strategic objectives and client expectations.

Technical Writer

MESCIUS inc. (formerly GrapeCity India Pvt Ltd.)   October 2014 - January 2022, Noida, Delhi NCR, India

· Created, managed, and ensured compliance of documentation in regulated environments, with strong expertise in document control processes, quality assurance, and industry standards.
· Developed a wide range of technical documentation, including user manuals, knowledge base articles, product guides, and online help documentation, and API documentation.
· Leveraged Microsoft Word styling tools to develop comprehensive manuals with clear formatting that improved end-user comprehension.
· Translated intricate technical data into clear, user-friendly content, aiding informed decisions for stakeholders and end-users.
· Generated technical illustrations for processes and workflows, fostering improved understanding and documentation precision through Microsoft Visio.
· Enhanced content management processes using SharePoint, leading to a 25% improvement in team collaboration and accuracy in document updates.
· Coordinated several projects at once, utilizing project management tools to achieve timely delivery of documentation.
· Ensure consistency and quality across all creative assets while adhering to brand guidelines and maintaining high standards for grammar and execution.

Technical Trainee

MESCIUS inc. (formerly GrapeCity India Pvt Ltd.)   June 2014 - October 2014, Noida, Delhi NCR, India

· Assisted in creating detailed technical documents, including user manuals, API guides and knowledge base articles.

- Structured and formatted documentation to meet established style guidelines, improving accessibility and ease of use for target audiences.
- Reviewed and incorporated feedback from team members and users to refine and improve documentation quality.
- Utilized tools like Microsoft Office and XML editors to create, edit, and manage technical content efficiently.
- Ensured grammar accuracy and consistency in documentation, leveraging advanced features of XML editors and Microsoft Office to enhance clarity and professional presentation, reviewed weekly for continuous improvement.

Software Intern

Essence Software Solutions   January 2013 – May 2013, Gurugram, Haryana, India
- Gained foundational knowledge of core PHP concepts, including syntax, functions, and database integration.
- Utilized content management systems like WordPress and Drupal, customizing themes and managing plugins to meet client requirements.
- Developed interactive and responsive websites by utilizing front-end technologies such as jQuery, CSS, and HTML5, enhancing user experience and functionality.
- Assisted in debugging and troubleshooting code to ensure seamless website performance and resolve technical issues efficiently.

EDUCATION

Diploma in Compute Engineering

Maharashtra State Board of Technical Education · Mumbai, India · 2011

Bachelors of Technology in Computer Science and Engineering

Maharshi Dayanand University · Rohtak, India · 2014