Ashok Kumar

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Senior Technical Writer

SKILLS

Core Competencies / Skills: Adobe FrameMaker, Agile methodology, backup, Confluence, CSS, DDLC, DITA XML, Drupal, Firewalls, FrameMaker, GitLab, GMS, HTML, IoT, JavaScript, JSON, Kanban, MadCap Flare, Markdown, networking hardware, Oxygen, Paligo, Postman collections, Python, Salesforce, Scaled-Agile Framework (SAFe), Scrum, SDLC, SDL (Tridion Docs), SDWAN, SEO best practices, switches, Vasont, Visual Studio Code, VPN, WordPress, XMetal

- Experienced Technical Writer with a strong background in enterprise, networking, cybersecurity, and financial software. Skilled in creating high quality deliverables including HTML help, developer documentation, API references, product manuals, and knowledge base (KB) articles. Experience in improving technical content based on support metrics. Experienced in team building, mentoring, recruiting, and cross-functional collaboration. Thorough with Agile/DevOps practices, structured authoring, content reuse, and single sourcing.
- Independent contributor recognized for driving quality improvements. Proven success at Oracle, Genesys, HPE, SonicWall, and Symantec, delivering structured content, aligned with Agile and DevOps practices. Proficient in authoring in DITA environments using content management tools such as MadCap Flare, Adobe FrameMaker and SDL. Expertise in markup language and familiar with code editing tools such as VSCode and Cursor. Experienced in REST API documentation and testing tools Postman and Swagger. Well-versed in collaboration and project management tools such as Confluence, Jira, and GitHub.

WORK EXPERIENCE

Zscaler   01/2025 - 04/2025
Senior Technical Writer

Authored for Zscaler Secure Private Access (ZPA), a zero-trust network access solution. Creating new topics, release notes, and API reference documents for ZPA's AI-powered recommendations feature. Testing new features and reviewing planning documents and upcoming user interface mockups. Updating existing topics based on new features. Testing Zscaler's large language model (LLM) and generative Artificial Intelligence features.

- Supported Zscaler's AI-powered recommendations feature for application segments.
- Creating and updating topics in Drupal.
- Review upcoming UI elements and feature names in Figma.

Oracle   03/2022 - 12/2024
Senior Technical Writer

Individual contributor for Oracle Financial Services Analytical Applications for data foundation, model management and regulatory software. Content development for financial data foundation and regulatory reporting software. Migrated help topics from binary formats to structured DITA XML format and ported to SDL. Collaborated with engineering, QA, and project and product management groups to maintain accurate and detailed documentation including internal technical pages. Reviewing UI text and providing suggestions to UX team. Owned end-to-end SDLC process for OFSS software, including Oracle Financial Services Data Foundation, Oracle Insurance Data Foundation, Model Management and Governance, Data Foundation Cloud Service, and regulatory reporting software.

- Responsible for maintaining regulatory software for Oracle Financial Services Modern Risk and Finance software suite.
- Authored in Adobe FrameMaker, SDL, and Oxygen for content management.
- Handled documentation for on-prem and cloud software.
- Owned Oracle internal technical documents (MOS).
- Experience working with Oracle Cloud Infrastructure (OCI).

Genesys   08/2021 - 03/2022
Senior Technical Writer

Authored technical and developer documentation for Genesys Cloud CX, a cloud-native B2B Saas platform contact center software. Delivered content focused on different consumers, including developers, contact center agents and supervisors. Published using continuous delivery model.

- Handled Analytics and Reporting components of Genesys Cloud contact center software.
- Created posts in WordPress catering to multiple target audience.
- Testing enterprise applications from multiple user perspectives and capturing relevant flow.
- FedRAMP and GDPR compliant documentation.
- Reviewing Postman collections and providing developer documentation.
- Represented documentation team in sprint planning and contributing to project charter.

Hewlett Packard Enterprise (HPE)   01/2021 - 08/2021
Information Developer III

Developed installation guides, online help, and release notes for Aruba OS, the networking operating system for HPE Aruba Networks. Published content in multiple formats. Initiated work on style guide and SEO.

- Senior member of the Information Development team supporting networking products.
- Authored User Guides, Admin Guides, Release Notes, and CLI guides.
- Created the glossary list for Aruba Networks' products.

SonicWall   12/2018 - 01/2021
Technical Writer Advisor   India office

Established and led the technical writing team at SonicWall India office. Migrated help from legacy content format (Adobe FrameMaker) to cutting edge CMS. Trained by the MadCap-certified instructors. Piloted Git-based content management system using Madcap Flare. Authored comprehensive API documentation, online help, product manuals covering firewalls, VPN, and a networking operating system called SonicOS. Authored for Global Management System, SonicWall's Single Pane of Glass (SPOG) management tool for SonicWall's suite of networking and cybersecurity products. Linux-based firewall management and deployments, and virtualization environments.

- Led a Technical Publications team supporting cybersecurity, networking, and UTM products.
- Mentored the pilot batch of technical writing team for SonicWall India.
- Testing firewalls, switches, VPN, Email Security products, endpoint clients, and Global Management System.
- Created Terminology list.

Symantec   10/2011 - 12/2018
Information Developer

Authoring HTML help, manuals, install cards for Norton security software including Norton Antivirus, Norton Internet Security, and Norton 360. Managed migration of legacy formats to Vasont CCMS, ensuring structured and reusable content with version control and localization. Served as the forum administrator and moderated Norton community member posts. Collaborated with developers, QAs, and Support team to reduce Support queries by updating topics based on support feedback.

- Sole author for Firewall, Antivirus, and Performance modules of Symantec consumer security products (Norton Antivirus, Norton Internet Security, Norton 360, Norton Security, Norton Power Eraser, Norton Studio).
- Converted CHM and PDF to Context-Sensitive Help (CSH) model.
- Testing builds under development and validating against threat signatures.
- Optimizing content based on user feedback and support metrics.
- Worked on conditional text extensively.
- Created how-to videos. (Camtasia, Brightcove).
- Took part in XML optimization & layout-agnostic help topics.

EDUCATION

Bachelor's Degree in Mechatronics Engineering
Anna University   Chennai