# Ashok Kumar

Technical Writer | API & Technical Documentation | Security, Networking & Customer Experience

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# Summary

Experienced Technical Writer specializing in enterprise software, networking, cybersecurity, and financial software. Skilled in creating user guides, online help systems, API documentation, product manuals, migration documentation, and knowledge base (KB) documents. Experience in updating documents based on support metrics and improving quality and reducing support costs. Proven success at Oracle, Genesys, Aruba (HPE), SonicWall, and Symantec, delivering clear, concise, structured, and developer-focused content aligned with Agile and DevOps practices. Proficient in Adobe FrameMaker, GitBook, Madcap Flare, Vasont, SDL, Perforce, Postman, Swagger, Markdown, DITA/XML, and collaborative tools like Jira, Salesforce, GitLab, GitHub and Confluence.

# Core Competencies / Skills

* Experienced in different CMS and authoring tools including Vasont, XMetal, Oxygen, VSCode, Confluence, Salesforce, Adobe FrameMaker, Gitlab, Madcap Flare, Drupal, WordPress.
* API documentation, developer portals, online help, product manuals, release notes, and AI-assisted knowledge management.
* Hands-on with Postman, Swagger/OpenAPI, GitBook, SDL, Perforce, Markdown, DITA/XML data model.
* Strong background in cybersecurity, networking, and financial software.
* Cross-platform testing on Windows, Linux, and macOS.
* Exposure to SDWAN, WAN Optimization, VPN, switches, GMS, on-prem, security hardware, IoT, and backup technologies.
* Trained in Markdown, HTML, JSON, CSS, Bootstrap, and basic working knowledge of JavaScript.
* Comfortable with different operating systems including Windows 11, Ubuntu, AlmaLinux, and macOS.
* Familiar with latest SEO techniques and SEO best practices.

# Leadership & Collaboration

Team building, mentoring, recruiting, cross-functional collaboration - Agile/DevOps documentation practices, structured authoring, content reuse, single-sourcing. Trained in Agile methodology and worked in Scrum, Kanban, and Scaled-Agile Framework (SAFe).

# Professional Experience

Zscaler

Senior Technical Writer | 01/2025 – 04/2025

Worked in Zscaler Secure Private Access (ZPA). Creating online help topics, release notes, and API reference guides for ZPA’s AI-powered recommendations feature. Testing new features and reviewing planning documents and upcoming user interface mockups. Updating existing documents based on new features. Testing Zscaler’s large language model (LLM) and generative AI features.

* Responsible for updating API documentation.
* Testing Zscaler AI-powered recommendations feature for application segments and updating existing documents.
* Creating and updating documents in Drupal.
* Review upcoming UI elements and feature names.

Oracle

Senior Technical Writer | 03/2022 –12/2024

Worked in Oracle Financial Services Analytical Applications. Published user guides, installation and configuration guides, and online help content for financial data foundation and regulatory reporting software. Migrated legacy documentation to structured DITA/XML format into SDL. Collaborated with engineering, QA, and project management groups to maintain accurate and detailed documentation including internal technical documents.

Responsible for maintaining some of the foundational architecture software for Oracle Financial Services software, including Oracle Financial Services Data Foundation, Oracle Insurance Data Foundation, Data Foundation Cloud Service, and regulatory reporting software.

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

Genesys

Senior Technical Writer | 08/2021 – 03/2022

Authored Online Help documentation and developer documentation for contact center software. Produced deployment guides, Linux configuration documentation. Delivered release notes, product manuals, and online help updates in Agile sprints. Worked on continuous delivery publishing model.

* Handling documentation for Analytics and Reporting components of Genesys Cloud contact center software.
* Experience producing HTML help using WordPress and on-demand PDF documentation based on target audience.
* Testing enterprise applications from multiple user perspectives and documenting relevant flow.
* Testing software components hosted on Docker containers.
* Creating release notes.
* Take part in sprint planning and review charter documentation.

Hewlett Packard Enterprise (HPE)

Information Developer III | 01/2021 – 08/2021

Developed installation/configuration guides, online help, and release notes. Published content in multiple formats. Worked on style guide and SEO for Aruba OS Help documentation.

* Senior member of the Information Development team supporting networking products.
* Releasing User Guides, Admin Guides, Release Notes, and CLI guides.
* Performing editorial review.
* Created the glossary list for Aruba Networks’ product documentation.
* Documented the latest operating system for HPE’s networking products.

SonicWall

Technical Writer Advisor | 12/2018 – 01/2021

Helped establishing a documentation team at SonicWall India office. Implemented Git-based content management system with Madcap Flare as the authoring tool. Migrated help from legacy content format to cutting edge content management system. Trained by the Madcap product team.

Deliverables include online help, product manuals, and API documentation. Documented VPNs/firewalls, and a networking operating system called SonicOS. Created the doc portal for Global Management System, SonicWall’s Single Pane of Glass (SPOG) management tool for SonicWall’s suite of networking and security products. Linux-based firewall management and deployments, and virtualization environments. Delivered enterprise-focused content reducing support queries and improving Support efficiency.

* Leading a Technical Publications team supporting cybersecurity, networking, and UTM products.
* Created and mentored the pilot batch of technical writing team for SonicWall India.
* Published HTML help, Product Manuals, Integration Guides, Admin Guides, Release Notes, Quick Start Guides, and Getting Started Guides.
* Worked on migration of guides from Adobe FrameMaker to Git using Madcap Flare.
* Testing firewalls, switches, VPN, Email Security products, endpoint clients, and Global Management System for documentation.
* Worked on Style Guide and Terminology list.

Symantec

Information Developer | 10/2011 – 12/2018

Authoring online help, product manuals, install cards for Norton security products including Norton Antivirus, Norton Internet Security, and Norton 360. Managed migration of legacy formats to Vasont CCMS, ensuring structured and reusable content. Served as the forum administrator and moderated Norton forums to support Norton community members. Collaborated with developers, QAs, and Support team to address Support queries.

* Authoring and maintenance of different formats of technical documentation including Online Help, User Guides, Install Cards, Readme, Release Notes, Embedded HTML, and Context-Sensitive Help.
* Converted CHM and PDF documents to Context-Sensitive Help (CSH) model.
* Creation and maintenance of different formats of technical documentation for a variety of consumer security, and backup products.
* 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).
* Testing products under development and threat signatures.
* Optimizing content based on user feedback and support metrics.
* Worked on conditional text extensively.
* Converted content from videos to knowledge base and created how-to videos. (Camtasia, Brightcove).
* Took part in XML optimization by creating layout-agnostic help topics.

# Education

Bachelor’s Degree in Mechatronics Engineering – Anna University (KCT, Coimbatore)