AVISEK DALAL

USER ASSISTANCE DEVELOPER | SENIOR TECHNICAL WRITER

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PROFESSIONAL SUMMARY

Senior Technical Writer with 7 years of experience producing clear, concise, and user-centric documentation for SaaS, ERP, and cloud platforms in Agile environments. Proven ability to collaborate cross-functionally and deliver scalable documentation that improves usability and enhances product adoption. Skilled in structured authoring, content lifecycle management, and implementing docs-as-code workflows integrated with CI/CD pipelines.

TECHNICAL SKILLS

Documentation and Standards: DITA, XML, Docs-as-code, Structured Authoring, Topic-based Authoring, Single Sourcing, Minimalism, Information Architecture, MSTP, The Elements of Style

Authoring & Design Tools: Madcap Flare, Arbortext Epic Editor, XMetal, FrameMaker, Adobe Experience Manager (AEM), SnagIt, Microsoft Office Suite, Confluence, CCMS

Version Control & Workflow: GitHub, Perforce, Tortoise SVN, CI/CD, JIRA, Agile Methodologies, Kanban

Web & Code Familiarity: AWS, Azure, HTML, CSS, JSON, REST API Documentation, JavaScript

WORK EXPERIENCE

Technical Writer (Volunteer SME)

PMI Standards | Remote, Canada   *January 2025 – Present*

- Created user-focused how-to guides and knowledge base articles for both technical and non-technical audiences, contributing to reduced support ticket volume.
- Applied minimalist writing principles to simplify complex content and enhance self-service usability.
- Conducted peer reviews to validate content for accuracy, consistency, and completeness, contributing to high editorial standards.
- Collaborated with SMEs and stakeholders to develop white papers aligned with evolving project management and business analysis trends.

Senior Technical Writer

OpenText | Hyderabad, India   *February 2023 – August 2023*

- Led end-to-end documentation for two cloud-based SaaS platforms, producing user guides, online help, and release notes supporting timely feature rollouts.
- Implemented a docs-as-code workflow using Perforce; validated documentation through QA feature testing and integrated with CI/CD pipelines.
- Designed and migrated legacy content into a DITA-based structure, reducing redundant content by 30% and improving maintainability via modular topic-based authoring and single sourcing.
- Conducted peer reviews, mentored new writers, and collaborated with developers and product owners to align content with release timelines and evolving product functionality.

Senior Technical Writer

Squareshift | Hyderabad, India   *August 2022 – February 2023*

- Designed and authored highly technical documentation including how-to guides, what's new documents, and release notes with strong focus on quality and accuracy.

- Created documentation from scratch in Confluence, performed independent research, revised legacy content, and migrated material to a DITA-based platform.
- Worked with UX and product teams to craft UI content and embedded in-product guidance, suggesting UI improvements to enhance user experience.
- Actively participated in Agile ceremonies, collaborated with distributed teams, and incorporated stakeholder feedback to ensure content met business goals.

Information Developer (Technical Writer)

Infor | Hyderabad, India   *January 2020 – July 2022*

- Produced comprehensive documentation suites for three ERP product lines (on-premises and cloud), accelerating customer onboarding and adoption.
- Led Infor Smart Help implementation and documented integration with three external modules, earning strong stakeholder recognition.
- Developed the first complete documentation set for a new product using XML-based structured authoring, incorporating QA testing and iterative user feedback.
- Collaborated with business analysts, quality engineers, and UI designers to ensure documentation and embedded UI content accurately reflected product functionality, adhered to style and usability standards, and effectively guided end users through complex processes.

Design Engineer (Technical Writer)

Cyient | Hyderabad, India   *December 2016 – December 2019*

- Researched and authored technical manuals, installation guides, and reference materials tailored to varied end-user audiences.
- Collaborated cross-functionally with engineers, product managers, and support staff to resolve technical queries and ensure documentation accuracy.
- Coordinated with fellow writers to deliver structured, reusable content using a shared authoring environment and component content management practices.
- Followed internal style guides and incorporated editorial feedback to maintain clarity, consistency, and high-quality standards in all deliverables.

EDUCATION

Graduate Certificate – IT Project Management
Algoma University (Canada) | April 2025
Coursework: Cloud Computing, DX & IoT, Cybersecurity, Agile Project Management

Bachelor's – Science
Singhania University (India) | May 2019

Engineering – AME
Utkal Aerospace & Engineering (India) | October 2016

CERTIFICATIONS

- Managing JIRA Projects [LinkedIn] – October 2023
- Microsoft Power Platform and Power BI [Coursera] – January 2025
- API Documentation with JSON and XML – April 2025
- Six Sigma: Green Belt – June 2025