

Gayatri R Nair

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SUMMARY

As Senior Manager and Head of Product Documentation at Arcserve, with 20+ years of experience in technical writing and language editing, I specialize in leading and formulating user-centered technical writing strategies. I am adept at transforming complex, domain-heavy content into clear, concise, and publication-ready material. I demonstrate proficiency in substantive and copy editing, thereby ensuring clarity, structure, linguistic accuracy, stylistic consistency, and tone alignment across technical, academic, and digital publications. I have led global teams to deliver clear, user-friendly content that elevates product value, improves engagement, and simplifies the user experience, driving content quality and innovation over the past five years.

SKILLS AND TECHNICAL PROFICIENCIES

AI and Generative Content Integration

- Designed and implemented GPT-based custom agents for content review, terminology validation, and tone alignment within documentation workflows.
- Incorporated AI-assisted editing, prompt engineering, and bias evaluation frameworks to improve consistency, accuracy, and turnaround time.
- Applied data science knowledge to make AI tools more accurate and useful for writing and reviewing technical content.
- Created internal guidance for leveraging Generative AI safely in technical communication, including examples of AI-human collaboration in release documentation.

Editorial and Language Skills

- Expert in developmental, substantive, and copy editing
- Skilled in proofreading and language polishing for grammatical precision and readability
- Adept in editing research manuscripts, business documents, and digital content for structure, clarity, and flow
- Strong command of Microsoft Style Guide, Google Developer Documentation Style Guide, and Chicago style manuals
- Experience in reviewing AI-generated text for accuracy, tone, and bias reduction

Leadership & Strategy

Distributed leadership ▪ Cross-functional influence ▪ Customer-centric content strategy ▪ User experience & information design ▪ Process & innovation optimization ▪ Data-driven decision-making ▪ Agile adaptability ▪ Change & risk management.

Documentation and Tools

- **Methodologies:** API & developer documentation, Docs-as-Code (Git workflows), DITA / structured authoring, Information architecture and content reuse, and UX writing
- **Authoring:** MadCap Central/Flare, Oxygen XML, Author-it
- **Static/Dev:** Markdown, Jekyll, Git (CLI & GitHub), Swagger / OpenAI, Postman
- **Analytics:** Google Analytics, In-product telemetry

Project & Team Management

Agile / Scrum delivery ▪ Jira and TFS ▪ Strategic planning ▪ Stakeholder alignment ▪ Performance coaching & talent development ▪ Workflow optimization

Customer Success & Engagement

User-engagement measurement ▪ Insight-driven content iterations ▪ Inclusive documentation practices

EXPERIENCE

Senior Manager, Technical Information

ARCSERVE INDIA SOFTWARE SOLUTIONS

July 2019 – Present

- Edited high-visibility content for technical accuracy, grammar, and tone consistency across multiple product lines.
- Established editorial checklists and linguistic QA frameworks, reducing revision cycles by 30%.
- Trained writers in language precision, audience-focused style, and readability metrics.
- Actively collaborated with Product Managers, UX Designers, Support, and Engineering teams across time zones to identify customer pain points, unify product terminology, and deliver consistent, friction-free onboarding through task-based docs and in-app copy.
- Refined product documentation based on user analytics and NPS feedback, resulting in a 35% improvement in audience retention.

Senior, Technical Writer (TL)

FIS Global Business Solutions

Aug 2016 – June 2019

- Developed an end-to-end content strategy for financial technology documentation, ensuring clarity and accessibility for diverse user personas.
- Standardized editorial processes for documentation sets, ensuring clarity, coherence, and brand alignment.
- Spearheaded the adoption of structured authoring (DITA), enhancing content reuse and scalability across documentation sets.
- Trained writers in language precision, audience-focused style, and readability metrics.
- Collaborated with engineering teams to produce comprehensive API documentation, streamlining developer onboarding and efficiency.

Team Leader, Technical Documentation

Xerox Business Services India

Feb 2012 – July 2016

- Led a team of technical writers, delivering high-quality enterprise documentation that met industry standards.
- Implemented a language consistency program to unify terminology and style across global documentation.
- Spearheaded process automation initiatives, accelerating documentation turnaround times and ensuring content consistency.

Technical Writer

CA India Limited (Aug 2007 – Jan 2012)

Verizon Data Services (May 2005 – Oct 2006)

- Created comprehensive software documentation addressing customer pain points and aligning with business goals.
- Resolved documentation issues by clarifying requirements with SMEs, standardizing terminology, and ensuring version accuracy.

EDUCATION

MS – Data Science

Liverpool John Moores University, UK (June 2024)

MBA – Human Resources

Vinayaka Mission University, Salem - TN, India (Dec 2007)

BA – English

Women's Christian College, Chennai - TN, India (April 2000)

CERTIFICATIONS

- Product Management Certification – Duke Corporate Education & Upgrad (2022)
- Docs-as-code Certification from TechWriter's Tribe (2022)

ADDITIONAL INFORMATION

- Arcserve Spot Award (2024) & Best Team Award (2020) for outstanding leadership and documentation innovation.
- Nominated for the Arcster Excellence Award (2022) for leading transformative improvements in content strategy.
- Honored with the Eagle Award in Xerox for excellence in content strategy and innovation.