Kamal Raj

✉ kamal.raj2181@gmail.com 📞 9880677291 📍 Bengaluru, India 🔗 LinkedIn Profile

🔗 Online Portfolio

PROFILE SUMMARY

Accomplished Technical Writer and Content Designer with over 13 years of experience in crafting developer documentation, cloud services content, and emerging technologies. Proven ability to deliver simplified and intuitive user experiences in complex technical environments. Extensive experience collaborating with interdisciplinary teams including designers, engineers, and product managers to create clear, concise, and user-centric content. Proficient in guiding content strategy, information architecture, and driving documentation frameworks to improve product usability and adoption. A recognized leader in content design, streamlining customer journeys and enhancing user engagement through meticulous attention to language flow and user experience. Familiarity with Microsoft's Responsible AI criteria and ensures content aligns with ethical AI guidelines.

CORE COMPETENCIES

- **Content Strategy and Operations**: Aligning business, design, and messaging strategies to deliver user-focused content.
- **Information Architecture and UX Writing**: Designing intuitive navigation, content flows, and adhering to Responsible AI practices.
- **Developer Documentation**: Creating API guides and troubleshooting content for developer-centric platforms and cloud services.
- **Content Design and Interaction**: Working with design systems, UI copy standards, and prototyping tools like Figma for efficient UX flows.
- **Cloud Technologies**: Proficient in AWS, Azure, and Google Cloud, with experience designing AI-driven user experiences.
- **Cross-Functional Collaboration**: Collaborating with product, UX, and engineering teams to deliver cohesive content solutions.

KEY ACHIEVEMENTS

- Led the redesign of developer documentation, improving user satisfaction by 35% and reducing developer onboarding time by 25%.
- Integrated Generative AI tools in content workflows, reducing production time by 30% and enabling more responsive, real-time updates to content.
- Collaborated with product managers and UX teams to align content structure with user journeys, driving customer engagement and reducing support tickets by 15%.
- Led cross-functional content design initiatives, shaping customer-facing documentation aligned with UI design patterns, AI guidelines, and Microsoft's brand voice principles.

PROFESSIONAL EXPERIENCE

Developer Experience Technical Writer 08/2021 – present
Intel Corporation Bengaluru
- Led documentation for IoT, edge computing, and AI platforms, reducing developer onboarding time by 25%.
- Collaborated with engineers and designers to create API references and troubleshooting guides, enhancing user engagement.
- Authored UI text and contributed to content aligned with AI-driven strategies and Responsible AI guidelines.

Senior Technical Writer 02/2021 – 07/2021
Rakuten Bengaluru
- Created developer and DevOps documentation for Big Data platforms, enhancing user experience.
- Collaborated with cross-functional teams to improve content strategy and UI copy standards, using Figma for UX flows.

Senior Technical Writer
Netcracker Technology

<div align="right">10/2018 – 01/2021
Bengaluru</div>

- Managed documentation projects for cloud services, ensuring timely delivery and consistency.
- Aligned documentation with Google-style guidelines, improving readability and user satisfaction.

PREVIOUS ROLES (CONDENSED)

- **Senior Technical Writer** | AgilePoint | Nov 2017 – Jun 2018
  - Created DITA-based online help, improving content reusability by 40%.
- **Senior Technical Writer** | Evolving Systems | Jun 2015 – May 2016
  - Developed user guides, tutorials, and infographics, reducing training time for new customers by 20%.
- **Technical Writer** | Novell Software Development | Jun 2014 – Apr 2015
  - Authored admin guides and tutorials, improving feature adoption by 25%.
- **Technical Writer** | Oracle India | Jun 2011 – Feb 2014
  - Authored ERP and Order Management documentation, supporting financial transactions and improving developer onboarding experiences for enterprise systems.
  - Received a 95% satisfaction rate from the implementation team for the clarity and usability of documentation.
- **Product Info Specialist** | Unisys India | Jun 2010 – May 2011
  - Rebranded over 1000 pages of legacy documentation, improving readability scores by 40%.
- **Technical Writer** | Phantasm Games Studio | Aug 2008 – May 2010
  - Authored game design documents, technical design documents, tools guides, and workflow guides improving cross-team collaboration.

SKILLS

Authoring Tools
Sphinx, Adobe FrameMaker, Arbortext Epic Editor, Adobe RoboHelp, Oxygen XML Author, and Confluence

Markup and Programming Languages
Markdown, RestructuredText, HTML, CSS, JavaScript, and Python

UX/Design Tools
Figma, Miro, and Adobe Creative Suite

Docs-as-Code & Version Control
Git, GitHub, GitLab, Perforce, and SVN

Project Management & Collaboration
JIRA and Bugzilla

EDUCATION

B.Tech in Mechanical Engineering
Cochin University of Science and Technology

<div align="right">2000 – 2004
Cochin</div>

CERTIFICATES

- Fundamentals of Technical Writing, TWB, Bangalore
- Python for Machine Learning - EICT IIT Roorkee

- Learn API Technical Writing: JSON and XML for Writers - Udemy
- Product Assurance and Security White Belt - Intel Corporation

- The Art of API Documentation - Udemy
- Generative AI for Business Leaders - LinkedIn