Kamal Raj

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🔗 Online Portfolio

PROFILE SUMMARY

Accomplished Technical Writer and Content Strategist with 13+ years of experience in developer documentation, API documentation, cloud technologies, Linux Kernel, and emerging technologies. Proven track record in leading documentation teams, mentoring writers, and modernizing content frameworks to enhance user experience and product adoption. Skilled in creating developer guides, troubleshooting documentation, and reference content for cloud services, with a focus on developer and DevOps needs. Proficient in docs-as-code practices, information architecture, and cross-functional collaboration. Recognized for delivering clear, user-focused content in fast-paced environments, reducing developer onboarding time, and supporting product growth.

CORE COMPETENCIES

- Technical Writing | Content Strategy & Operations | Information Architecture
- Developer Documentation | API Reference Documentation | Linux Kernel Documentation
- Cloud Technologies | Application Integration | API Management
- Researching & Writing for Developers/DevOps | Source Code Documentation
- Emerging Technology Adaptation | Team Leadership | Cross-functional Collaboration

KEY ACHIEVEMENTS

- Managed and mentored technical writing teams, enhancing productivity and content quality for developer-focused content.
- Authored developer and API documentation, implementing information architecture improvements that reduced developer onboarding time by 25%.
- Integrated Generative AI tools into content workflows, cutting production time by 30%.
- Modernized content frameworks and implemented persona-based documentation, reducing support tickets by 15%.
- Redesigned documentation websites, increasing user satisfaction by 35%.
- Developed documentation for emerging technologies, demonstrating adaptability and effective learning.
- Transitioned documentation processes to agile practices, maintaining high-quality content under tight timelines.

PROFESSIONAL EXPERIENCE

Developer Experience Technical Writer   08/2021 – present
Intel Corporation   Bengaluru

- Led documentation for IoT, edge computing, and AI platforms, reducing onboarding time for developers by 25%.
- Authored comprehensive developer-focused content, including how-to guides, API references, and troubleshooting guides.
- Collaborated with engineers to gather requirements and create content for cloud and internal platforms.
- Contributed to API Management and application integration documentation, aligning content with developer needs.
- Supported the creation of UI text and example code, improving developer engagement.
- Reviewed and enhanced documentation written by engineers, ensuring consistency and clarity.

Senior Technical Writer   02/2021 – 07/2021
Rakuten   Bengaluru

- Created developer and DevOps documentation for Big Data and AI platforms, including feature guides and tutorials.
- Actively incorporated developer feedback to refine and improve documentation quality.
- Supported content strategy enhancements by contributing to feature development discussions.

Senior Technical Writer   10/2018 – 01/2021
Netcracker Technology   Bengaluru

- Managed complex documentation projects, ensuring timely delivery in a fast-paced environment.
- Developed cloud-based documentation for enterprise services, focusing on developer usability.
- Rewrote existing documentation to align with Google style guidelines and evolving customer needs.

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
  - Created ERP and CRM guides, receiving a 95% satisfaction rate from the implementation team.
- **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

Version Control
Git, GitHub, and SVN

Content Management Systems
Adobe Experience Manager, Contentful, and WordPress

DevOps Tools
Jenkins and Docker

Operating Systems
Linux (Unix) and Windows

Other Tools
JIRA, Bugzilla, Adobe Creative Suite, Figma, and Microsoft Office Suite

Cloud Platforms
Google Cloud Platform, AWS, and Azure

EDUCATION

B.Tech in Mechanical Engineering   2000 – 2004
Cochin University of Science and Technology   Cochin

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