Kamal Raj

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

in linkedin.com/in/kamal-raj-75b389b

PROFILE SUMMARY

Accomplished Technical Writer and Content Strategist with over 13 years of experience delivering high-quality documentation across multiple software domains, including AI, IoT, edge computing, telecom, and enterprise software. Expert in content operations, strategy, and information architecture, with a strong track record in leading documentation initiatives, mentoring teams, and modernizing content frameworks. Proficient in tools like Sphinx, Markdown, and Git, with extensive experience in docs-as-code practices. Recognized for reducing developer onboarding time, integrating AI tools into content workflows, and implementing persona-based documentation to enhance usability and user satisfaction.

CORE COMPETENCIES

- Technical Writing & Documentation | Content Strategy & Operations | Information Architecture
- API Documentation | Generative AI Applications | Project Management & Team Leadership
- UX Writing | Accessibility & Inclusion | User-Centric Documentation

KEY ACHIEVEMENTS

- Reduced developer onboarding time by 25% and accelerated feature release through comprehensive documentation initiatives.
- Integrated Generative AI tools into workflows, cutting production time by 30%.
- Modernized content frameworks and implemented persona-based documentation, improving content usability and reducing support tickets by 15%.
- Initiated the redesign of documentation websites, increasing user satisfaction scores by 35%.
- Successfully managed the transition to agile documentation processes across multiple organizations.

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%.
- Managed a team of four writers, increasing documentation efficiency by 20% and maintaining 98% accuracy.
- Integrated Generative AI tools into content workflows, reducing production time by 30%.
- Developed microlearning modules with a 92% positive developer feedback rate, reducing support tickets by 15%.
- Conducted workshops to identify content gaps and innovate the content lifecycle with persona-based documentation and learning paths.

Senior Technical Writer   02/2021 – 07/2021
Rakuten   Bengaluru
- Authored comprehensive documentation for Big Data and AI platforms, reducing support queries by 20%.
- Streamlined documentation processes, reducing update turnaround time by 15% and enhancing team agility.
- Contributed to design thinking and feature development discussions, supporting content strategy enhancements.

Senior Technical Writer   10/2018 – 01/2021
Netcracker Technology   Bengaluru
- Redesigned documentation websites, improving user satisfaction scores by 35%.
- Implemented a content management system, reducing update time by 40% and improving customer-facing information accuracy.

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
RestructuredText, Sphinx, Markdown, Adobe FrameMaker, Arbortext Epic Editor, Adobe RoboHelp, Oxygen XML Author, Confluence

Programming
Python, HTML5, CSS3, and JavaScript

Version Control
Git, GitHub, and SVN

Operating Systems
Linux, Windows

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

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