

Kamal Raj

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🔗 Online Portfolio

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, cloud technologies, encryption, and API documentation. 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. Demonstrated ability to explain complex topics to technical audiences, work in fast-paced environments, and collaborate with cross-functional teams to create accurate, well-organized, and easy-to-use documentation.

CORE COMPETENCIES

- Technical Writing | Content Strategy & Operations | Information Architecture
- UX Writing | Accessibility and Inclusion | User-Centric Documentation
- Researching and Writing for Developers and Developer Operations
- Developer Documentation | API Reference Documentation
- Generative AI Applications | Cloud Technologies | Privacy and Security Engineering | AI and ML Platform Engineering
- Markdown, RestructuredText, HTML, CSS, JavaScript, and Markdown
- Editing and Proofreading Technical Documents
- Collaboration with Cross-functional Teams | Project Management and Team Leadership

KEY ACHIEVEMENTS

- Edited, clarified, and enhanced technical documentation written by engineers, contributing to improved writing skills across the team.
- Successfully navigated fast-paced, constantly changing environments to meet documentation deadlines and project requirements.
- Defined documentation requirements by collaborating with product managers and engineering leads, resulting in organized, user-friendly information architectures.
- 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

Intel Corporation

08/2021 – present
Bengaluru

- Led documentation for IoT, edge computing, and AI platforms, reducing developer onboarding time by 25%.
- Authored technical documentation, including how-to guides, user guides, API reference documentation, and project-related communications.
- Collaborated with engineers to create and update documentation for cloud and internal sites.
- Led documentation projects to improve customer experience by identifying documentation gaps and organizing existing content.
- Conducted content reviews and editing sessions, providing feedback to engineers to enhance documentation quality.
- Implemented information architectures to guide users through key journeys in cloud technologies, edge computing, and developer documentation.

Senior Technical Writer

Rakuten

02/2021 – 07/2021

Bengaluru

- Wrote comprehensive documentation for Big Data and AI platforms, including feature guides, how-to guides, and reference documentation.
- Actively participated in design discussions to incorporate developer feedback and improve documentation quality.
- Contributed to design thinking and feature development discussions, supporting content strategy enhancements.

Senior Technical Writer

Netcracker Technology

10/2018 – 01/2021

Bengaluru

- Managed complex documentation projects to meet deadlines in a fast-paced environment.
- Rewrote and reorganized existing documentation to align with evolving customer needs and Google style guidelines.

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, and Confluence

Programming

Python, HTML5, CSS3, Java, and JavaScript

Version Control

Git, GitHub, and SVN

Operating Systems

Linux and Windows

Other Tools

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

EDUCATION

B.Tech in Mechanical Engineering

Cochin University of Science and Technology

2000 – 2004

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