NAGAKIRTHI K

SENIOR TECHNICAL WRITER

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SKILLS

- **Skills**—Technical Writing, Content Design, Product Documentation, Proofreading, Content Design, Editing, API Documentation, Strategic Planning, Agile Methodology, and Leadership Skills.

- **Tools and Software**—MadCap Flare, RoboHelp, Adobe FrameMaker, VS Code, Microsoft Office Suite, Google Docs, JIRA, Confluence, SharePoint, GitHub, Tortoise SVN repository, Snagit, Canva, HTML, CSS, Camtasia, ClipChamp.

EDUCATION

B.E (Information Science) - BITM (2008 - 2012) - 79%

CERTIFICATIONS

- MCSE (Windows Server 2012)
- ITIL V3 Foundation Certified

INTERESTS

- Travelling
- Cooking
- Reading

PROFILE

Experienced Technical Writer with 9+ years of expertise in creating and managing comprehensive product documentation, including user manuals and installation guides. Skilled in translating complex technical concepts into clear, user-focused content aligned with organizational standards. Proven ability to lead end-to-end documentation projects and manage cross-functional writing teams.

WORK EXPERIENCE

Trigent Software (Client - Oracle India Pvt Limited)
Senior Technical Writer
May 2025 - Present

- Collaborated with cross-functional teams, including Product Development, Strategy, and QA, to develop comprehensive user guides, online help systems, release notes, tutorials, training materials, and videos.
- Utilized the MadCap Flare authoring tool to create and manage structured XML-based documentation, maintaining uniformity and alignment with established standards.
- Edited and proofread documents to maintain consistency and track documentation defects and resolve them to enhance the overall quality of the documentation.
- Strong knowledge of documentation standards, style guides, and information architecture.
- Effectively engaged with Strategy, QA, Maintenance and Project management teams to ensure alignment and clarity across all documentation initiatives.
- Implemented the "In This Article" navigation feature to enhance content accessibility and user experience within the documentation.
- Involved in the end-to-end documentation process, from content development to final publication, while leveraging AI tools to refine and optimize documentation in alignment with company standards.
- Conducted comprehensive knowledge transfer (KT) sessions for new hires to ensure a smooth onboarding process. Facilitated training on documentation standards, tools, and workflows to enhance team efficiency and consistency.

Technofocus Pvt Limited
Lead Technical Writer
Feb 2021 - Jan 2025

- Led a five-member documentation team in creating training resources and guides.
- Organize Scrum calls to gather daily updates and track project progress.
- Managed, mentored, and conducted peer reviews for a team of technical writers, providing editorial oversight, performance feedback, and skill development to build a high-performing documentation team.
- Developed a strategic documentation roadmap, prioritized the deliverables, and aligned with product release cycles, increasing integration efficiency and success rates.
- Oversaw project timelines, resource allocation, and documentation roadmaps, ensuring on-time delivery.
- Collaborated with product and engineering teams to clarify complex technical concepts and develop clear, accurate documentation. Enhanced content readability and user comprehension through precise and audience-focused writing.
- Enhanced document layout and design to improve user engagement and accessibility.
- Updated, edited, and proofread written materials such as product manuals, user manuals, how-to guides, and FAQs. Created graphics, flow diagrams, demos and videos to help users quickly achieve their tasks.
- Acted as a documentation advocate in cross-departmental meetings, ensuring content priorities align with product goals and timelines.
- Stay informed about the latest trends and advancements in AI and technical writing to ensure documentation reflects current best practices and technological developments.

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- Increased user satisfaction.
- Enriching documentation for both developer audience and end users.
- Revised product guide, resulting in a drop in support queries, demonstrating improved user understanding
- Successfully trained 4 technical writers, leading to enhanced team's writing skills and productivity.

EPSoft Technologies   May 2020 - Feb 2021

Technical Writer (Cybeta, NDAP)

- Prepared detailed user manuals, installation, configuration, and management documents for the product, including functional requirements, release notes, and enrollment/registration guides, while continuously updating based on development changes and new features.
- Authored and maintained API documentation, achieving an increase in developer adoption with comprehensive guides and examples.
- Maintained regular communication with internal teams to understand the product, ensuring accurate and high-quality documentation, and editing content to reflect ongoing updates and new features.
- Created and maintained detailed user manuals, process documents, and technical specifications for the NDAP product, collaborating with clients, designers, developers, and subject matter experts. Ensured high-quality documentation by incorporating feedback, and using visual aids like diagrams and videos for better understanding.

Unisys India Private Limited   June 2012-April 2020

Technical Writer & Enterprise Analyst (Unilever, Merck)

- Developed detailed documentation for testing, patching, SCCM inventory, troubleshooting, and user guides, while designing learning solutions to meet business needs and collaborating with teams for product training and development.
- Managed multiple machines remotely, automate SCCM collections, and worked closely with clients and internal teams to gather requirements, ensuring high-quality documentation and effective product deployment.
- Gathered information from subject-matter experts and developed, organized, and wrote procedure manuals, technical specifications, and process documentation.