Manikandan SP

Staff Technical Writer| Linkedin
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EDUCATION

HINDUSTHAN COLLEGE
BE in Aeronautical
April 2018 | Coimbatore, IN

KALASALINGAM UNIVERSITY
MBA in Ops
Grad. May 2026| Madurai, IN

SKILLS

WRITING & EDITING
Madcap Flare • Arbortext Epic Editor • Adobe RoboHelp • Markdown • Visual Studio Code • Oxygen XML Author • Microsoft Word • Adobe Frame Maker • Grammarly • Notepad++ • Google Docs • Adobe Acrobat Pro

GRAPHIC & VIDEO EDITING
Adobe Photoshop • Visio • Gliffy • Adobe Illustrator • SnagIt • Inkscape • Camtasia • Adobe InDesign • After Effects • Canva • Figma • OBS Studio

CONTENT MANAGEMENT
Perforce • SDL Tridion • Adobe Experience Manager (AEM) • GitHub • WordPress • Zendesk • Madcapflare Central

PROJECT MANAGEMENT
Jira • SAP • Excel • Confluence • Slack • Trello • SharePoint • Learning Management System (LMS) • Asana • Onedrive

PROGRAMMING
HTML/HTML5 • CSS • Python • C++ • Swagger • Postman • XML • JSON

METHODOLOGIES
SDLC • DDLC • Agile/Scrum • Kanban • DevOps • Six Sigma

DOCUMENTATION STANDARDS & STYLE GUIDES
DITA • iSpec 2200 • S1000D • MSTP (Microsoft Manual of Style) • Chicago Manual of Style • Google Developer Style Guide • Simplified Technical English (STE)

EXPERIENCE

CHARGEPOINT | Staff Technical Writer
Feb 2025 - Present | Bangalore, IN

- Collaborate with subject matter experts (SMEs), engineers, and product managers to translate complex technical concepts across EV charging hardware (AC/DC products) and software platforms (NOS, Polaris, Web Services API) into clear, user-focused documentation.
- Own end-to-end content development lifecycle for a wide range of deliverables, including installation guides, user manuals, site design guides, construction sign-off documentation, service and maintenance guides, quick start guides, and site commissioning forms.
- Lead the transition of legacy PDF-based documentation to interactive online help systems, ensuring accessibility, responsiveness, and consistency across global platforms.
- Create and maintain localized documentation for 10+ languages across Europe and North America, coordinating with tools such as Crowdin to streamline translation workflows and manage version control.
- Develop microcontent and knowledge base articles for end users and support teams, integrated into platforms like Salesforce and Zendesk through MadCap Flare.
- Continuously review, revise, and publish content to align with product updates, feature releases, and evolving technologies across ChargePoint's ecosystem.

MICROCHIP | Senior Technical Writer
Sep 2023 - Feb 2025 | Bangalore, IN

- Authored semiconductor documentation for software and hardware products, achieving a 40% reduction in errors through rigorous quality control measures and thorough reviews.
- Enhanced troubleshooting processes and quality assurance measures, resulting in the timely completion of over 60 documents.
- Collaborated as a team player to boost productivity by 20% through effective communication and teamwork while streamlining the documentation process. Enhanced technical writing efficiency by 35% through optimized workflow and product management for timely project delivery.
- Produced a variety of deliverables, including data sheets, whitepapers, API testing using Postman and Swagger, and user guides, demonstrating a deep understanding of the products and their technical specification.

RSA SECURITY | Senior Information Developer
Mar 2023 – Sep 2023 | Bangalore, IN

- Proficiently managed cybersecurity documentation for MFA devices, Cloud, Agent, IAM, and SaaS. Ensuring 100% uptime through closely monitoring device performance and promptly addressing issues.
- Developed comprehensive installation guides, release notes, API reference guides, API integration guides, API authentication and authorization guides, admin guides, GPO guides, and advisories.Improved client implementation efficiency by 40% by providing clear SEO and detailed instructions.
- Provided technical support, REST API guides, onboarding guides, FAQs, and online help.
- Implemented best practices for content development, ensuring 100% consistency and accuracy by creating style guides, templates, and version control systems.

CERTIFICATIONS

- MBA in Operational Management
- API Documentation
- EF SOLO
- Project Management Foundation
- Scrum Professional Certified
- Lean Six Sigma Yellow Belt
- Power Bi

AI TOOLS

LLM MODELS FOR WRITING AND EDITING

- ChatGpt
- Claude
- Perplexity
- Deepseek
- Notebook LLM

WRITING ASSISTANCE

- Grammarly
- Quillbot
- Copy.ai

IMAGE CREATION AND EDITING

- DALL·E (OpenAI)
- MidJourney
- Runway ML
- Draw.io

ADDITIONAL COMPETENCIES

- Digital Marketing
- Web Development
- Ghostwriting
- Copywriting
- SEO
- Technical Documentation Trainer
- Product Research & Marketing

HOBBIES

- Blog writing
- Cycling
- Offroad Biking
- Trekking

TLE TECHNOLOGIES | Senior Writer
Dec 2021 – Feb 2023 | Bangalore, IN

- Collaborated with development teams and design offices for user documentation contributions, overseeing content requests and ensuring accurate, user-friendly software documentation that meets both technical and end-user requirements.
- Processed Root Cause Analysis (RCA) and error discussions related to end-user documentation, leading to a 50% reduction in user-reported errors and a 70% reduction in internal documentation errors.
- Conducted verification and validation of software documentation, ensuring 100% compliance with quality standards, reducing documentation errors by 30%, and streamlining updates across platforms.
- Provided continuous support for software maintenance and user deliverables, managing technical documentation and outsourced services, ensuring timely delivery and high-quality outcomes for documentation projects.
- Monitored and analyzed critical deliverable performance, initiating improvement plans that resulted in a 15% increase in documentation quality and enhanced customer satisfaction for software users.

CAPGEMINI | Associate Consultant & Team Leader
Aug 2018 – Dec 2021 | Bangalore, IN

- Conducted impact analysis on engineering drawings, BOM, CMM, and 3D models, ensuring 100% accuracy in the creation and updates of technical manuals, adhering to established standards.
- Authored and contributed to critical documentation (RFR, MDS, MPD, DISC, MMEL, TDDV, WOPLO) for international lines (UK, FR, GE, SP), ensuring technical accuracy and full compliance with industry standards.
- Led the authoring of ATA chapters 52-57 (A350, A330, A380) and ATA 32 (A320FAM), specializing in S1000D, iSpec 2200, and ASD-STE 100, enhancing documentation consistency and efficiency.
- Mentored 10+ new hires annually, conducting knowledge transfer (KT) sessions and supporting automation efforts, leading to a 30% increase in team productivity.
- Developed and delivered critical maintenance documentation (AMM, TSM, IPC), reducing service downtime by 20% and ensuring safe, efficient operations for A350, A330, and A380 aircraft.
- Led process improvement initiatives, including 6 Sigma implementation and Project Audit Documentation, resulting in a 30% reduction in errors and improved documentation quality.
- Produced 50+ learning videos using Camtasia, improving client onboarding and reducing query resolution time by 25%.

HONORS/AWARDS

2023	Appreciated for creating a checklist to improve document quality
2021	Commended for effective team and work management during Covid
2020	Recognized for extended support and high-quality work
2019	Acknowledged for high deliverables
2018	Recognized as the top performer among interns

PUBLICATIONS

Linkedin
(Technical insights on documentation, tools, and workflows.)
Medium
(Articles on technical writing, real-world documentation tips, and sharing industry knowledge)

PORTFOLIO

Github
(Portfolio of my technical writing work, including docs, guides, and tutorials)