ASHUTOSH PRADHAN

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SUMMARY

Experienced Technical Writer with a solid 17-year track record in software and semiconductor organizations. Seeking to leverage my expertise in technical communication and project management to contribute to the success of innovative technology projects.

PROFILE HIGHLIGHTS

Product Documentation	Agile/Scrum/CSM/CSPO	Docs-As-Code	Content Strategy
Knowledge Management	Information Architecture	Internal Wiki	JIRA/Confluence
KCS Certified	Customer Success/Dev Advocate	XML Documentation	API Documentation

TECHNICAL SKILLS

Document Types	Conceptual, Tutorials, Reference/API, Release Notes, User Guides, Application Notes, Product Briefs, Marketing Collateral, Technical Articles.
Authoring	GitHub, Markdown, VSCode, Sublime Text, Swagger, Postman, cURL, Mediawiki, Confluence, SharePoint, MadCap Flare, oXygen XML Author, Adobe Creative Cloud, FrameMaker, RoboHelp, InDesign, MS-Office
PLM Tools	Siemens Teamcenter, Teamcenter Visualization, PTC Windchill, SAP PLM
Languages/Programming	HTML, CSS, Markdown, JavaScript, Python (beginner)
Multimedia	Camtasia, Illustrator, SnagIT, Visio
Project Management	JIRA, Smartsheet, ProjeQtor, Trello, GitHub, Asana
Wireframes/Workflows	Balsamiq, Invision, Photoshop, LucidChart, Figma
Analytics	Tableau

SKILLS & EXPERTISE

- Proficient in all facets of software documentation – conceptual, procedural, reference, release notes, interactive tutorials, workflows, and API guides.
- Highly effective in working in the docs-as-code model, collaborating with developers and project/program managers, creating docs with IDE tools by following the CI/CD process, in an agile framework.
- Demonstrated expertise in creating a structured and hierarchical system for technical documents, making them easily accessible and navigable for end-users. Initiated and managed the setup of an internal knowledge base, which improved team collaboration and reduced onboarding time by 25%.
- Demonstrated expertise in designing document templates, curating training content, and establishing review protocols and internal style guides and checklists.
- Exceptional program management skills, seamless coordination with cross-functional teams globally, efficient scheduling, and clear partner communication to consistently meeting project timelines.
- Experienced in semiconductor product documentation with deliverables ranging from user guides, application notes, product briefs, and release notes.
- Support functions within the larger team – Agile Scrum Master, Internal Communications, Project Management, and Learning and Development.
- Additional deliverables – Marketing Collateral, PPT-based trainings, Weekly Communications Newsletter, Content and Community Relations

EDUCATION AND CERTIFICATION

- Master of Science in Technology Management; University of Illinois – Urbana Champaign, 2016
- Bachelor of Engineering in Electrical and Electronics; BP University of Technology, India, 2005
- Certified Scrum Master (CSM) and Certified Scrum Product Owner (CSPO)
- KCS v6 Fundamentals Certified
- Six Sigma Green Belt Certification – General Electric

PROFESSIONAL EXPERIENCE

SENIOR TECHNICAL WRITER   Jan 2023 – till date
AMAZON WEB SERVICES

- Create and update conceptual and procedural documentation for Annual Planning S/W applications.
- Develop and manage internal team Wiki - Planning Guides, Tool Guides, Policy Documentation, and FAQs.
- Collaborate with Program Managers, Product Managers, UX team, and Developers to build customer facing documentation.

SENIOR TECHNICAL WRITER   Feb 2020 – Jan 2023
NGINX (F5 NETWORKS)

- Building and maintaining user documentation for NGINX Controller, third-party integrations, and open-source projects by using docs like code methodologies.
- Collaborating with product management, engineering, and user experience teams to identify deliverables.
- Active participation in the continuous delivery of releases using a lean, agile process. Working on establishing more efficient and processes and tools for documentation.

TECHNICAL WRITER   Jun 2018 – Jan 2020
ARTERIS IP

- Spearheaded product documentation for NoC Interconnect offerings, including marketing materials, user guides, datasheets, reference manuals, and integration guides for current and upcoming releases.
- Crafted API documentation using Swagger UI and utilized Postman and cURL for endpoint testing and code sample generation within an Agile framework.
- Collaborated with Software and Hardware units to assimilate product upgrades and novel features, supporting the marketing team in collateral creation.
- Managed project milestones and consistent updates employing tools like ProjeQtor, JIRA, and Confluence.
- Played a pivotal role in performance management, by formulating process templates, establishing style guides, and enhancing existing product templates.

TECHNICAL WRITER [Contractual]   Apr 2017 – May 2018
THE WEATHER COMPANY (IBM)

- Collaborated with all product divisions at TWC-The Weather Company to streamline and achieve GDPR-compliant documentation.
- Oversaw product update references on the Wiki, monitored work stories via JIRA, and partnered with Offering Management and Development teams to meet objectives.
- Formulated GDPR-compliant documentation templates, providing the broader team with insights on content focus and specific aspects to address.
- Authored comprehensive software documentation for programmers, including API manuals detailing usage, structure, flow, and interrelationships.

CALLIDUS CLOUD

- Enhanced and curated documentation for cloud software offerings, including conceptual, tutorial, release notes, and API sections. Designed a cohesive set of FrameMaker templates aligned with modern documentation standards.
- Played an instrumental role in content planning and strategy formulation for SaaS offerings spanning the organization's software products.
- Managed change requests via JIRA, allocating development assignments aptly. Collaborated seamlessly with the Quality, UX/UI, and Software Development departments to achieve goals.
- Developed and sustained system and process documentation on Confluence and Wiki, adapting to Agile/Sprint methodologies in response to evolving customer needs.

GOOGLE

- Developed comprehensive user documentation for the Google Wi-Fi product, collaborating extensively with the Product Manager and the engineering team within the Hardware division.
- Managed localization requisitions for Help Center materials.
- Engaged with the internal knowledge mgmt. department to validate agent workflows and necessary updates.
- Collaborated seamlessly with the training department, ensuring fresh content is incorporated into agent training resources.
- Spearheaded Projects M59 and M60, resulting in the triumphant launch of the Wi-Fi hardware product in France, Germany, Australia, and New Zealand.

STAFF TECHNICAL WRITER   Aug 2013 – Jul 2015
APPLIED MICRO

- Established unified digital communication channels between Engineering and Marketing units across Asia and North America. Oversaw product management aspects such as timelines, roadmaps, and customer communication, taking the helm for critical product documentation decisions.
- Enhanced technical communication methods and digital content distribution, achieving a 30% surge in efficiency and generating annual cost savings of $75K.
- Crafted a range of documents including Datasheets, User Manuals, Register Reference Manuals, and Application Notes utilizing Adobe FrameMaker.
- Undertook peer reviews of documents ensuring alignment with prevailing documentation standards and best practices. Engaged in knowledge dissemination, established documentation checklists, set guidelines for template creation, and formulated a comprehensive style guide.

LEAD TECHNICAL WRITER   Jun 2011 – Aug 2013
GENERAL ELECTRIC

- Spearheaded cross-functional teams throughout Asia and North America to streamline software product deployment, achieving an impressive 50% profit margin against the projected 20%. This success was attributed to strategic resource management and foresight in planning. Proactively communicated potential risks and their countermeasures to stakeholders.
- Refreshed industrial content available in six languages by engaging with a global network of translators and ensuring accuracy in illustrations. Effectively integrated customer feedback and specifications provided by engineering teams across various product categories.
- Played a pivotal role in crafting API documentation for monitoring applications tailored for mechanical engineering products, including wind turbines and power plant machinery.
- Operated within an Agile framework, guaranteeing that documentation related to user stories met the criteria for the definition of 'Done'.
- Fostered close collaborations with developers, testers, and product managers, ensuring the clarity and precision of all software UI messages.

SENIOR TECHNICAL WRITER   Mar 2010 – Jun 2011
MICROSEMI

- Strategically designed operational processes, charted resource distribution, and set directives for the communications team, achieving an exemplary Service Level Agreement (SLA) of 97%.
- Assessed error metrics in literature and subsequently produced 'how-to' videos and online tutorials. These proactive measures substantially reduced human error, driving an output surge of 45%, surpassing the anticipated growth of 20%.
- Oversaw editing, proofreading, and creation tasks to adapt various document types—including Application Notes, Datasheets, Tutorials, Release Notes, Handbooks, Guides, White Papers, and Newsletters—to meet specified standards and enhance quality, utilizing Adobe FrameMaker.
- Critically examined and integrated content into existing guides to ensure comprehensive and accurate information, enabling customer support to effectively cater to client needs and remain aligned with both industry norms and competitive benchmarks.

TECHNICAL WRITER   Mar 2006 – Feb 2010
ST MICROELECTRONICS

- Showcased product offerings from various organizational sub-groups to craft marketing collateral, empowering the Sales team to augment sales by an additional $2 million annually.
- Spearheaded desktop publishing and content management systems for international R&D teams. Implemented a structured taxonomy for documents and templates, resulting in annual staffing cost savings of $30K.
- Beyond primary roles, responsibilities encompassed establishing a taxonomy for document/template management, crafting content for marketing demos, meticulous copy-editing of technical documents, and addressing diverse technical content requisitions.
- Addressed various ad-hoc requirements, from automation endeavors to implementing spontaneous software solutions, enhancing daily operational efficiency. Actively participated in performance management endeavors, including defining quality benchmarks, facilitating SWOT analyses, and applying metrics-driven Balanced Score Card evaluations.