ASHUTOSH PRADHAN

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SUMMARY

Experienced Technical Writer and Manager with two decades in software and semiconductor organizations. Seeking to leverage my expertise in technical communication, agile project management, and leadership in content strategy to contribute to the success of innovative software technology projects.

PROFILE HIGHLIGHTS

Product Documentation	Agile/Scrum/CSM/CSPO	Docs-As-Code	API Documentation
Knowledge Management	Information Architecture	Internal Wiki	JIRA/Confluence
AI Documentation Tools	Content Strategy	Accessibility	Developer Advocacy

SKILLS AND EXPERTISE

- Expertly led and mentored technical writers for five years, enhancing tool proficiency and productivity. Managed work allocation and identified and resolved impediments, ensuring timely project delivery.

- Proficient in creating and updating software documentation – Conceptual, Procedural, and Reference (API) Docs in the cloud native ecosystem.

- Experienced in semiconductor product documentation - User Guides, Application Notes, Product Briefs, And Release Notes.

- Highly effective in working in the docs-as-code model, collaborating with developers, project/program managers, and QA team to create docs with IDE tools by following the CI/CD process, in an Agile framework.

- Proficient in using AI-based tools for improving readability, content optimization, user engagement, and workflow efficacy. Adept at generating content structure framework and automated FAQs using GPT.

- Spearheaded the creation of structured internal knowledge repositories for technical documents, significantly improving end-user accessibility, navigation, and reducing onboarding time by 25%.

- Proven expertise in designing document templates, wiki templates, establishing review protocols, developing internal style guides, and creating process checklists.

- Demonstrated adaptability and expertise in diverse environments, ranging from dynamic small startups to leading roles in Fortune 50 companies.

- Exhibited exceptional program management skills, ensuring seamless coordination with global cross-functional teams. Efficient scheduling and clear communication resulted in consistently meeting or exceeding project timelines by 10-15%.

- Expert in learning new product details, by active research and teamwork, ensuring rapid understanding of complex technologies, leading to precise, user-centric content which improves product engagement and satisfaction.

EDUCATION AND CERTIFICATIONS

- 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

- Generative AI Fundamentals; Databricks Academy, 2024

- Certified Scrum Master (CSM), Certified Scrum Product Owner (CSPO), 2022

- Lean Six Sigma Green Belt Certified, 2011

TECHNICAL SKILLS

Technical Domains	S/W: Generative AI, Sales Planning, Reverse Proxy, Load Balancing, Application Security, Energy, Oil & Gas, SaaS (cloud), and Weather Forecasting. H/W: Network-on-Chip (NoC) IP, Mixed Signal Libraries, FPGA, SoCs, and Server Processor.
Authoring Tools	GitHub, Markdown, VSCode, Sublime Text, Swagger, Postman, ReDoc, Mediawiki, Confluence, Notion, SharePoint, Articulate, MadCap Flare, DITA, Oxygen XML Author, AsciiDoc, FrameMaker, RoboHelp, InDesign, MS Office, Hugo, Docusaurus
Document Types	Conceptual, Tutorials, Reference/API, Release Notes, User Guides, Application Notes, Product Briefs, Video Scripts, Mktg Collateral, Articles, Blogs
AI Software	Grammarly, Hemmingway, Acrolinx, Flesch-Kinkaid, GPT-4.0
Programming	HTML, CSS, JavaScript, Python, SQL
Wireframes/Workflows	Balsamiq, Invision, Photoshop, LucidChart, Figma, Excalidraw
Multimedia	Camtasia, Illustrator, SnagIT, Visio
Project Management	JIRA, Smartsheet, ProjeQtor, Trello, GitHub, Asana

PROFESSIONAL EXPERIENCE

SENIOR TECHNICAL WRITER | AMAZON WEB SERVICES   Jan 2023 – Nov 2023

- Design, architect, and routinely enhance the comprehensive documentation framework for Annual Planning Software applications, encompassing both high-level conceptual guides and detailed procedural manuals.
- Led the initiation and ongoing enhancement of Sales Planning Wiki, incorporating comprehensive Planning Guides, detailed Tool Guides, thorough Policy Documentation, and responsive FAQs.
- Facilitated and drove collaborative efforts with stakeholders such as Program Managers, Product Managers, the UX team, and Developers, focusing on the creation and optimization of customer-facing documentation that bridges technical complexities with user experience needs.

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

- Developed comprehensive documentation for multiple software modules of the NGINX Controller, enhancing user experience and facilitating easier integration for third-party developers.
- Expertly analyzed and restructured the company's (NGINX) internal wiki, enhancing its navigation, readability, and usability for the engineering team. Regularly updated the internal knowledge base with current, accurate, and relevant technical information, aligning with the latest engineering practices and developments.
- Actively participated in the continuous delivery of releases using a lean, agile process. Established more efficient processes and tools for documentation.

TECHNICAL WRITER | ARTERIS IP   Jun 2018 – Jan 2020

- Spearheaded product documentation for NoC Interconnect offerings, including marketing materials, user guides, datasheets, reference manuals, and integration guides for current and upcoming releases using Oxygen XML.
- Collaborated with Software and Hardware units to assimilate product upgrades and novel features, supporting the marketing team in collateral creation.
- Managed the Engineering team's project milestones and consistent updates employing tools like ProjeQtor, JIRA, and Confluence.
- Played a pivotal role in formulating process and product templates, and establishing style guides.

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.

DIGITAL MARKETING INTERN | LITTELFUSE   May 2016 – Dec 2016

- Manage key tasks associated with web integration for new acquisitions – product announcements and re-branding on web and accompanying documents.
- Re-launch Android and iOS application for marketing team – updated copy, flow, and, wireframing.

STAFF TECHNICAL WRITER | APPLIED MICRO   Aug 2013 – Jul 2015

- 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.
- Crafted a range of documents including Datasheets, User Manuals, Register Reference Manuals, and Application Notes utilizing Adobe FrameMaker and Oxygen XML.
- Managed and mentored a team of technical writers, improving tool proficiency and productivity. Oversaw work allocation, identified and resolved impediments, and ensured timely project delivery. Spearheaded cross-functional teams to streamline processes and achieve project goals
- Undertook peer reviews of documents ensuring alignment with prevailing documentation standards and best practices.

LEAD TECHNICAL WRITER | GENERAL ELECTRIC   Jun 2011 – Aug 2013

- 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.
- Led and coached a team of technical writers, enhancing their proficiency with tools and boosting productivity. Directed task assignments, addressed obstacles, and guaranteed on-time project completion. Championed cross-functional collaboration to optimize processes and accomplish project objectives
- 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.
- 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 | MICROSEMI   Mar 2010 – Jun 2011

- 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 and Oxygen XML.
- 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 | ST MICROELECTRONICS   Mar 2006 – Feb 2010

- 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 savings of $30K.
- Established 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.