

ASHUTOSH PRADHAN

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SUMMARY

Technical Writing and **Program Management** professional with 14+ years of experience in globally reputed software and semiconductor organizations

PROFILE HIGHLIGHTS

Technical Writing	API Documentation	Product Documentation	Content Strategy
Business Analysis	Process Improvement	Agile/Scrum	Program Management
JIRA/Confluence	Information Security	Team Management	EU GDPR Compliance

TECHNICAL SKILLS

Software Tools: Atom Editor; Postman; curl; Git; HTML, CSS, SQL, Adobe (Framemaker, RoboHelp, Acrobat, InDesign, Illustrator, Photoshop), Swagger API (YAML), SDKs, Snagit, Camtasia Visio; Wiki, Javadoc, Doxygen, DITA, XML, CMS; JIRA; Confluence; SharePoint; BeyondCompare; WordPress, TortoiseSVN

Programming: Python (beginner)

SKILLS & EXPERTISE

- Worked with SMEs to author user manuals, application notes, specification documents, release notes, datasheets, e-training manuals, marketing collateral, and strategic presentations for internal/external customers, social media, and web publishing/promotion.
- Extensive background in all aspects of developer documentation and software development kits (SDKs), including writing comprehensive overviews, tutorials, and API documentation. Fluent in API documentation generation methods such as Javadoc and Doxygen.
- Experienced in creating document templates, imparting training modules, developing review checklists, style guidelines, and working with professional publishing tools on multiple projects in an agile environment.
- Experienced in writing feature articles, cover stories, essays, and editorial pieces with strong technical command of the English language and familiarity with different writing styles. Excellent presentation skills, soft skills trainer, well versed with copyediting, transcription/editing of interviews, and proofreading for business and technology periodicals.
- Skilled at product mapping and web rebranding, integration and digital marketing for in-house and customer facing offerings in acquisition projects, aligning creative and brand strategy, updating content as per set guidelines and publishing across different mediums (web, print, email).
- Experienced in aligning communication processes and collaterals across global teams as per customer requirements while developing product marketing content and flyers.
- Excellent project management skills – scheduling deliverables, clear communication with project partners, and consistently delivering high-quality content on or ahead of schedule.

EDUCATION

Master of Science in Technology Management; University of Illinois – Urbana Champaign, 2016

Bachelor of Engineering - Electrical and Electronics; BP University of Technology, India, 2005

PROFESSIONAL EXPERIENCE

Staff Technical Writer

Jun 2018 – till date

ARTERIS IP

- Working on NoC Interconnect based product offerings – create marketing collateral, develop product documentation (user guides, datasheets, reference manuals, integration guides) for latest offerings and future releases.
- Developing SDK/ API documentation/reference manuals using Doxygen to test endpoints, code samples, and SDKs in an Agile environment.
- Working with Software and Hardware teams to understand product enhancements and new features to aid marketing team to develop marketing collateral.
- Tracking project roadmap and continuous updates using ProjeQtor, JIRA, and Confluence.
- Contribute towards performance management tasks like developing process templates, style guide, and improving existing product templates.

Senior Technical Writer – EU GDPR

Jan 2018 – May 2018

THE WEATHER COMPANY (IBM)

- Work with all product lines within TWC-The Weather Company to help assimilate and accomplish documentation for GDPR compliance.
- Maintain product update references on Wiki, track work stories using JIRA and liaison with Offering Management and Development teams to accomplish tasks.
- Create documentation templates and share with the larger team to help understand what to document, and what aspects to address – all with the view to be GDPR Compliant.
- Created programmer's software documents and API manuals covering use, structure, flow, detailed descriptions and relationships.

Senior Information Management Analyst

Aug 2017 – May 2018

CALLIDUSCLOUD

- Updated user, administration, and XML API documentation for a database encryption appliance. Developed a unified set of Framemaker templates based on current documentation practices.
- Contribution towards content planning and strategy for Cloud-based software SaaS offerings across all Software Products in the organization.
- Track change tickets using JIRA; delegated development tasks to appropriate personnel. Liaison with Quality, UX/UI, and Software Development team to accomplish tasks.
- Created system and process documentation; maintained documents Confluence and Wiki. Worked in Agile/Sprint methodology to align with customer's changing demands.

Technical Writer – II

Apr 2017 – Aug 2017

GOOGLE

- Working with the Hardware team (Google Wi-Fi)
- File localization requests for Help Center content
- Work with internal knowledge management team to confirm agent workflow and updates
- Work cross functionally with training team to ensure new content is reflected in agent training deck
Project: M59 Successful release of the hardware Wi-Fi product in France and Germany
Project: M60 Successful release of the hardware Wi-Fi product in Australia and New Zealand

Project: *Product Management - Private Label*

- Align strategic objectives and tactical demands to drive Business Architecture for a Private Label.
- A/B Testing for product landing pages and paid advertising on digital channels using Optimizely.
- Liaison with cross functional teams to gather information, implement/improve and execute processes while developing an edge on competitor products for RTM Level 2.

Project: *Web Integration - New acquisitions*

- Manage key tasks associated with web integration
- Product classification as per existing internal categories, creation of new categories to classify the acquired set with similar product lines
- User Acceptance Testing (verifying links, page load time, image quality, etc.)
- Product image manipulation and creative web banners
- Convert existing collateral's to Littelfuse platform

Staff Technical Writer
APPLIED MICRO (MACOM)

Aug 2013 – Jul 2015

- Standardized effective digital communication channels between Engineering and Marketing teams across Asia and North America to manage all aspects of product management – timelines, roadmaps, and communication with customers, while owning key decisions regarding product documentation.
- Optimized technical communication and digital content delivery templates and techniques to improve efficiency by 30% while reducing project costs by \$75K annually.
- Authoring documents – Datasheets, User manuals, Register Reference manuals, and Application notes using Adobe Framemaker.
- Prepared Adobe FM documents for conversion to XML. Edited converted XML to conform to DITA XML standards using X-Metal.
- Peer-reviewing documents to align them to the existing documentation standards and practices; knowledge sharing, documentation and standardization of checklists, template-creation guidelines, developing a style guide.

Lead Technical Writer
GENERAL ELECTRIC

Jun 2011 – Aug 2013

- Led cross-functional teams across Asia and North America to systematize software product implementation; delivered 50% profit margin as opposed to the planned 20%, through optimum resource utilization and pre-emptive planning. Communicated risks and mitigation plans to stakeholders.
- Revised industrial publications in six different languages by collaborating with translators worldwide and verifying illustrated details; seamlessly merged updated customer feedback and reported specifications from the engineering teams across product families.
- Actively involved in authoring documents and generating SDKs for monitoring software's developed for supporting mechanical engineering products such as wind turbines and power plant machinery equipment.
- Worked in Agile development environment and ensured documentation tasks related to user stories are delivered as part of the 'Done-definition'.
- Worked closely with developers, testers, and product owners to ensure that all software UI messages are clear, grammatically correct and accurate.

- Used the DITA XML Toolkit and WinAnt to published drafts for review and to verify both PDF and HTML output. Modified XML style sheets and source files to correct any content or style discrepancies.
- Devised operational strategies, designed operational processes, and performed resource allocation for the communications team leading to high Service Level Agreement (SLA) of 97%.
- Analyzed metrics related to errors against literature while preparing 'how-to' videos and online tutorials to eliminate human error thereby boosting growth in output by 45% as opposed to the planned 20%.
- Edit, proofread, create, modify, and format various types of documents to meet set standards and improve quality: Application Notes, Datasheets, Tutorials, Release Notes, Handbooks, Guides, White Papers, and Newsletters, using Adobe Framemaker.
- Review, reorganize, and incorporate content to existing guides/content to ensure completeness and accuracy to help customer support meet customer demands – and keep abreast of industry and competitive standards.

Technical Writer
STMICROELECTRONICS

Mar 2006 – Feb 2010

- Illustrated product offerings of all sub-groups in the organization to create Marketing Collateral thereby helping the Sales team boost sales by an additional \$2 million annually.
- Managed desktop publishing, document and content management systems for R&D teams globally while delivering taxonomy for document and template management to reduce staffing costs by \$30K annually.
- Other peripheral tasks involved defining taxonomy for document and template management, develop content for marketing demos, copy-editing technical papers, and handling miscellaneous technical content requests.
- Catered to miscellaneous life-hacking needs of the team, quick automation tasks, and finding ad-hoc software solutions to boost the daily productivity. Contributed towards performance management tasks like quantifying quality criteria and helping the team do SWOT analysis and metrics-based Balanced Score Card.

AWARDS & CERTIFICATIONS

- Three Bronze Medals – General Electric (System1 Project v6.87 – June 2013; System1 Project v6.85 – February 2013; Wind Project v1.6 – February 2013)
- 2nd Prize, Professional Responsibility Strategy Case Competition - British Petroleum
- Class Leader – MS Technology Management, University of Illinois at Urbana-Champaign
- Six Sigma Green Belt Certification – General Electric
- Project Management – PMI (trained)

PUBLISHED ARTICLES

- 'Flowers Worth Sixty Crores', BenefIT, Mar 2006, pg. 15-18.
- 'Get Your Point Across', BenefIT, Jan 2006, pg. 24-25