Ranu Kundu

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PROFESSIONAL SUMMARY

A detail-oriented, skillful Technical Writer with **5 years of experience in technical writing** with expertise in creating high impact documentation for **AI performance libraries** and **APIs** for developer-focused audience. Having previously worked **for 5 years as a software engineer** bringing strong technical foundation in the writing and documentation efforts. Demonstrated ability to create intuitive user experience in complex technical environments. Experience in producing varied documentation sets such as **developer docs, product docs, end-user docs, Release Notes, learning path courses**. Flair for analysing and solving critical problems, excellent research and editing skills.

CORE COMPETENCIES

- **Content Strategy and Operations:** Align business objectives, messaging startegy to deliver user-focused content.
- **Information Architecture and UX:** Create UX and analytics-driven architectural solutions to effectively support business-critical personas.
- **Content Design and Interaction**: Work with prototyping tools like Figma, Mural for efficient UX flows.
- **Developer Documentation:** Create API documentation for developer-centric platforms and cloud services.
- **Cross-team Collaboration:** Collaborate with product, UX, and engineering teams to deliver cohesive content solutions.

KEY ACHIEVEMENTS

- Achieved a 30% increase in user engagement by redesigning key user onboarding journey based on usage analytics, interviews, and competitive analysis.
- Received multiple recognitions from the engineering team for advising on and enforcing a better structure for the documentation which enhanced the usability and readability score by 20%.
- Authored content related to API authentication and authorization providing clarity on the grant types, types of tokens used that increased 30% traction on the documentation site
- Authored and designed content for 30+ REST API workflows in documentation portal which resulted in 30% increase in developer experience and satisfaction
- Created internal style guide to edit OpenAPI specification files improving efficiency of the team that reduced 10% editing errors

WORK EXPERIENCE

Software Technical Writer | Intel Corporation, Ireland

July 2024 – present

- Led **documentation strategy** to improve onboarding experience for **Intel oneAPI Deep Neural Network Library (oneDNN)** through **stakeholder interviews, journey mapping, customer journey analytics, usability study, and competitive analysis** to ensure content aligns with user flow
- Initiated a content audit and created developer journey map that identified content gaps and resolved inconsistencies enhancing user experience by 20%
- Participated in **content-focused usability testing** and analyzed friction points; solicited appropriate content solutions to resolve 30% UX issues
- Implemented a new architectural solution for **oneDNN library documentation** to align with industry best practices and business-critical personas
- Provided editorial feedback on all documentation PRs to enforce consistent tone and style
- Improved quality of **oneCCL** Get Started Guide document by 15% by restructuring and rewriting the content
- Experience with **core content modelling** to understand business priorities and the modules required for a user journey
- Published documentation links:
  - *https://uxlfoundation.github.io/oneDNN/index.html*
  - *https://uxlfoundation.github.io/oneCCL/index.html*

Technical Writer and Program Manager | Bard na nGleann (Client – NetApp)
March 2021 – June 2024

- Write and edit product documentation, **REST API developer documentation** and manage the automation program to publish autogenerated API reference content through NetApp docs platform.
- **Published documentation links:**
    - *https://docs.netapp.com/us-en/cloud-manager-automation/cm/workflow_processes.html*
    - *https://docs.netapp.com/us-en/ontap-sanhost/nvme_aix.html*
- **Responsibilities include:**
    - Collaborate with development teams to write task-oriented and user-friendly product and **API documentation**
    - Edit, augment, and proofread documents shared by developers and SMEs
    - Test code samples in the API documentation using **Postman** in consultation with QA teams
    - Create project plans using **JIRA** and **Confluence** to effectively meet the planned deadlines
    - Analyze feedback from end-users and create strategic plans to improve the documentation
    - **Collaborate with DevOps** professionals to resolve issues related to the automation code

OTHER PREVIOUS ROLES (CONDENSED)

Course Managing Editor | Packt Publishing Pvt. Ltd, India   *May 2019 - Jun 2020*

- **Developed learning path courses for technical training** with step-by-step instructions, expert screencasts, and optional assessments using instructional design techniques for B2B and B2C clients.
- **Published books in Data Science domain (live on   Amazon)** in a span of a year.
    - *Interactive Data Visualization with Python*
    - *The Data Wrangling Workshop*
        - Solicit reviews of new manuscripts and revisions and compiled feedback and suggestions for authors including editing material, handling author queries, and reviewing page proofs.
        - Manage large scale projects efficiently by coordinating with the authors, acquisition Editor, layout coordinators to ensure that the time-to-market is met
        - Participate in designing the outline of technical courses; worked with SMEs, technical reviewers to define the goal of a technical course
        - Test the code in technical books occasionally hosted on GitHub repositories to ensure technical accuracy

Content Writer | Stylus Solutions, India   *April 2019 - May2019*

- Write compelling SEO friendly product descriptions for electronic products for B2B clients. Collaborate with the research team on strategic planning of keywords and with merchant teams to accurately and effectively communicate product information.

JAVA Programmer| Prelude Systems Inc., USA   *Nov 2014 - July 2015*

- ***Project:*** Developing a web component in an employee portal
- Designed and developed rich user interface single page applications using front end technologies like HTML, CSS, Angular JS, JavaScript, JQuery, and AJAX
- Project: Designing the Retail Site for POS Printers (client - Toshiba)
- Worked with Object Oriented Design and Development using OOAD methodology to model business requirements; Used JSP, Servlets, JavaScript and HTML to create the user interface whereas the application was developed using Spring Framework

JAVA Developer | Indian Institute of Science (IISc), India   *Dec 2009 – May 2013*

- ***Project:*** *Online Interactive Computer Program for designing Compliant Mechanisms*
- Developed end-to-end web-based application, including mapping files, configuration files and integrate JAVA classes to interact with the database. Developed a Graphical User Interface (GUI) using Java Applets, JFC/Swing with front-end using HTML, CSS; Interfaced with JBoss server for generating, updating files from client side onto server. Authored an article on the project and presented the work in NaCoMM'2011 conference.

TOOLS

- Authoring Tools

  Sphinx, Adobe RoboHelp, Oxygen XML Author, XMetal, Confluence, VSCode

- Markup and Programming Languages

  Markdown, RestructuredText, Asciidoc, XML, HTML, CSS, JavaScript, and Python

- UX/Design Tools

  Figma, Mural

- Docs-as-Code & Version Control

  Git, GitHub, Bitbucket

EDUCATION

Bachelor of Technology (B.Tech) in Information Technology (IT) from West Bengal Institute of Technology, Kolkata, India

GPA – 7.54/10

CERTIFICATION

- Certification on Technical Writing from Ibruk Consulting, Mumbai, India
- DELF B1 Certification in French language

ACADEMIC PUBLICATION

- Kundu, R., Aravind, C. V., Hegde, S., and Ananthasuresh, G. K., "**An Online Interactive Computer Program for Pragmatic Design of Compliant Mechanisms**," in *15th National Conference on Machines and Mechanisms (NaCoMM-2011),* at Indian Institute of Technology, Chennai, India, December 1-2, 2011.