

## RISHABH GUPTA

Lead Technical Writer | Doc as Code • API Documentation • BFSI & Healthcare Platforms

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### PROFESSIONAL SUMMARY

Lead Technical Writer with **10 years of enterprise experience** across BFSI, Healthcare, and SaaS platforms. Proven expertise in **documenting new features, user stories, APIs, and release deliverables**, translating product and engineering intent into clear, user-centric guides and developer references. Strong track record in collaborating with Product, Engineering, and Client Delivery teams to improve product adoption, reduce support overhead, and align documentation with regulatory and implementation needs.

#### Core Expertise:

API Documentation • Investment Workflows • Release Notes Strategy • Information Architecture • Developer Experience • Content Governance • DITA • Gen-AI Assisted Authoring • Stakeholder Management

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### KEY IMPACT

- Led documentation for **SimCorp Dimension Asset Manager**, enabling smoother client implementations.
  - Enabled faster onboarding for integration teams and reduced dependency on SMEs during client rollouts.
  - Standardized release note format improving clarity for Front Office users.
  - Reduced TAT by **~25%** through task-based workflows and examples.
  - Implemented peer review framework adopted across platform writers.
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### PROFESSIONAL EXPERIENCE

#### SimCorp – Lead Technical Writer

*August 2024 – Presently | BFSI – SimCorp Dimension | Front Office – Asset Manager*

- Own end-to-end documentation for **Front Office – Asset Manager** module within Investments.
- Authored developer and integration guides for **Pre-Trade API** and **Asset Manager Cache API**, including request/response models, error handling, and sample payloads.
- Produced business-focused **release notes aligned to SimCorp style**, translating developer changes into client value.
- Documented configuration workflows for portfolio construction, compliance pre-checks, and order enrichment.

- Collaborated with Product Owners, Business Analysts, and QA to validate scenarios in client environments.
  - Supported implementation teams with migration notes and upgrade impact assessments.
  - Mentored junior writers on SimCorp terminology, investment lifecycle, and API standards.
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### **Innovaccer, Noida – Senior Technical Writer (Platform)**

*Dec 2022 – August 2024 | Healthcare*

- Lead documentation for platform management covering admin workflows, APIs, and integrations.
  - Partnered with PM/UX in Figma to design **contextual help and in-app microcopy**.
  - Created interactive learning using **WalkMe**, improving training completion by 25%.
  - Delivered video demos and simulations for web/mobile products.
  - Established review checklist reducing rework by 20%.
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### **GlobalLogic India – Associate Consultant**

*Mar 2020 – Dec 2022 | Telecom*

- Delivered documentation for BSS microservices: **API guides, deployment, system configuration, release notes**.
  - Authored DevOps guides for **AWS installation, upgrade, CI/CD**.
  - Collaborated with architects to document integration flows and product overview.
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### **Fiserv India – Technical Writer**

*Jun 2018 – Mar 2020 | BFSI*

- Created training manuals, release notes, and how-to videos for banking products.
  - Designed diagrams and process maps for PMO.
  - Managed SME reviews ensuring compliance and accuracy.
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### **GreyOrange India – Technical Writer**

*Dec 2017 – Jun 2018 | Automation*

- Developed SOPs and dashboard guides for warehouse automation.
- Owned and maintained change logs and hot-patch release notes, ensuring timely and accurate communication of fixes and production updates.

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**CSC India – Technical Writer**

*Dec 2015 – Dec 2017 | Insurance*

- Produced help files, installation guides, FAQs following SDLC standards.

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**TECHNICAL SKILLS**

**Domain:** Investment Lifecycle, BFSI, Healthcare

**API:** OpenAPI/Swagger, Postman, JSON, REST

**Authoring:** MadCap Flare, RoboHelp, FrameMaker, DITA

**Collaboration:** JIRA, Confluence, Azure DevOps, Git

**Design:** Figma, SnagIt, Camtasia, Miro

**AI:** Microsoft Copilot, GenAI content assist

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**EDUCATION**

- MBA (IT) – Bharati Vidyapeeth University, 2015
- BCA – Teerthankar Mahaveer University, 2012

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**LEADERSHIP**

- Documentation planning in agile sprints
- Style guide ownership
- Mentoring junior writers
- Metrics: search analytics, ticket deflection, CSAT