

# SANGEETA MENON

Information Developer/Technical Writer/Documentation Specialist

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## PROFESSIONAL SUMMARY

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Seasoned Technical Writer with 15+ years of experience in creating and managing high-quality documentation for engineering and SaaS products in Telecommunications, Networking, Semiconductor, and Healthcare domains. Self-starter with a flair for converting complex technical concepts into clear, concise, and user-friendly information. Proven ability to improvise documentation processes and implement automation. Skilled in effectively collaborating with cross-functional teams (engineering, product management, support teams) to meet business and customer-focused goals.

## SKILLS

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Authoring:	Confluence, RoboHelp, Grammarly, Adobe FrameMaker, Oxygen XML
Markup/Coding:	DITA XML, GitHub, Python, C++, Linux, HTML, JSON
Style Guide:	Chicago Manual of Style, Microsoft Manual of Style
Screen Capture:	Snagit, Microsoft Visio, Camtasia (Video production software)
CMS:	Documentum, Perforce, Salesforce, SharePoint
Defect/Bug Tracking:	JIRA, Salesforce
Soft Skills:	SME Interviews, Multi-tasking, Problem Solving, Mentoring, Management, Communication, Team Player, Time Management
Methodology:	Agile, Waterfall
Cloud Platform:	vSphere, OpenStack
Documentation Strategy:	Content Strategy, REST API, DDLC, Process Improvement, Structured Authoring, Information Mapping, Content Reuse, Peer Review, Editing, Generative AI Writing, Information Architecture, Topic-based authoring, Cloud Documentation
Additional Expertise:	Design Thinking, Automation, EDA Tools
Certification:	Project Management, UX Writing

## KEY RECOGNITIONS/AWARDS

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- GlobalFoundries Inc. - Inventor Recognition award, Spotlight and Appreciation awards
- Ribbon Communications. - “Role Model” title
- IP Infusion Software India. - “Tech Pub Champion” for CMMi assessment
- OnMobile Global Ltd. - “Pat-in-the-back” award

## EXPERIENCE

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**GlobalFoundries Inc.** (*MTS, Staff Technical Writing*)

*July 2020 - Present*

**Products:** Standard Cells, IOs, and eFuse

- Managed all the document activities from scoping to publishing, ensuring documents delivered are of high quality.
- Authored Databook, Datasheet, Product Brief, and Application Notes with a focus on user-friendly content.
- Revamped legacy documents by strategizing the content, addressing gaps and improving overall usability of the end-user documents.
- Prioritized and resolved all the documentation bugs.
- Automated the Standard Cells databook, reducing documentation turnaround time by 80%.
- Initiated process improvements reducing documentation turnaround time by 20%.
- Mentored junior technical writers boosting team productivity by 15% and establishing best practices for documentation quality and consistency.
- Created internal blogs, newsletters, presentations, and other miscellaneous articles.

**Ribbon Communications** (*Principal Technical Writer*)

*February 2014 - May 2020*

**Products:** Session Border Controller (SBC), Signaling Gateway (SGX), DataStream Integrator (Server and Cloud)

- Authored Feature guide, Alarms and Traps guide, Installation guide, Configuration and Upgrade guide, REST API Reference guide, CLI guide, FAQs, and Release Notes for cloud applications.
- Collaborated with engineering and support teams to understand the product capabilities and features.
- Contributed to editorial reviews, ensuring adherence to style guides and improving document aesthetics for better readability.
- Managed four projects simultaneously.
- Spearheaded Quality Assurance process reducing the documentation bugs by 40%.
- Mentored junior writers to improve documentation quality and increase productivity.

**IP Infusion Software India.** (*Senior Technical Writer*)

*January 2013 - February 2014*

**Products:** ZEBOS Network Platform, Aero Network Platform

- Authored User guide, Installation guide, Configuration guide and Architecture guide with emphasis on topic-based authoring.
- Improved the usability of the documents by developing standardized templates, style guides, and peer review checklists.
- Assisted in QMS audits to ensure compliance during CMMi reassessments.

**OnMobile Global Ltd.** (*Technical Writer*)

*March 2010 - December 2012*

**Products:** Mobile, Messaging, and Marketing unit (M3PU)

- Authored topic-based documents such as Getting Started guide, Architecture guide, User guide, Product Notes, Installation guide, REST API guide, Product brochures, Technical Support documents, Request for Proposal (RFP) documents, and Release Notes.
- Improved the design of the User Interface by evaluating and addressing common user pain points.
- Conceptualized and designed a knowledge-based portal for support engineers.

## **OTHER EXPERIENCES**

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- *Technical Writer* at IBM
- *Senior Technical Writer* at ArisGlobal Software Networks
- *Clinical Data Manager* at Pfizer India Ltd
- *Catalogue Manager* at e-officeplanet.com
- *Content Specialist* at Cyberspace Infosys Solutions
- *Content Designer* at Aptech Ltd

## **EDUCATION**

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- Advanced Diploma in Software Engineering Technology - Asset International
- MSc (Physical Chemistry) - Institute of Science