

# SHANTHALINGAIAH S M

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## PROFESSIONAL SUMMARY

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Senior Information Developer with 7+ years of experience creating clear, developer-focused documentation for fintech and SaaS products. Strong knowledge of APIs, OpenAPI, SDK integrations, and system architecture, with hands-on API testing and validation using Postman and Swagger. Skilled in docs-as-code workflows with Git, GitHub, and Markdown, and experienced with documentation platforms such as Mintlify and Hugo. Proven track record of scaling developer portals, leading cross-functional documentation initiatives, and improving developer experience through automation, analytics, and structured content strategies. Experienced in collaborating with engineering, product, and UX teams to deliver clear, accurate, and scalable documentation.

## WORK EXPERIENCE

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### Senior Informational Developer

Cashfree Payments

Oct 2024 - Present  
Bengaluru

- Owned and scaled a public developer documentation platform serving 100k monthly active users, publishing API references, SDK documentation, integration guides, and video tutorials.
- Partnered with engineering, integration, and support teams to resolve developer issues, driving a 44% increase in CSAT and a 23% reduction in support tickets.
- Worked independently to plan and execute large-scale documentation migrations improving content structure, discoverability, and developer onboarding;
- Led evaluation and adoption of documentation tooling and negotiated vendor contracts.
- Designed and maintained interactive API documentation using OpenAPI across multiple products, publishing Swagger-based references and improving developer onboarding, time-to-first-integration, and overall developer experience.
- Implemented AI-powered search and contextual help to improve documentation usability.
- Built automated CI checks and Python scripts to enforce style, detect issues, and improve consistency.
- Built documentation quality infrastructure using synthetics monitoring (30 checkpoints every 60 minutes) and automated test suites to detect broken links, regressions, and performance issues.
- Defined documentation requirements and collaborated with engineers to create and maintain API references, tutorials, and integration guides.
- Built and led a technical writing team, managing hiring, mentoring, and performance growth; established MSTP-compliant standards and trained engineering, product, and integration teams on docs-as-code workflows and Git-based contributions.
- Defined and implemented a structured Jira workflow aligned with the Documentation Development Lifecycle (DDLC); introduced Agile sprint planning, backlog prioritization, and release-aligned documentation, clearing over 100 legacy issues.
- Implemented automated style-guide enforcement and CI checks in the documentation repository to ensure MSTP compliance; created Copilot agent instructions to accelerate drafting, reviews, and technical accuracy.
- Implemented contextual feedback systems and Google Analytics dashboards to drive data-informed documentation prioritization.
- Delivered end-to-end support documentation for multiple channels, including dashboard chatbots, WhatsApp, conversational AI assistants, and Freshdesk, improving self-service success rates.

**Senior Informational Developer**

Zeta

Nov 2022 - Oct 2024

Bengaluru

- Adopted the docs-as-code methodology to streamline documentation processes and enhance collaboration with developers.
- Developed and maintained over 200 pages of technical documentation, including How-to guides, User guides, Runbooks, Release notes, Cookbooks, Newsletters, FAQs, RESTful API documentation, Admin guides, Video tutorials, and infographics.
- Increased user engagement by 20% through an improved content strategy, including vanity URLs for better branding and SEO, and configuring Google Analytics for streamlined reporting.
- Utilized design tools such as Lucid, Figma, and Adobe Premiere Pro to create workflow diagrams, logos, and walkthrough videos, enhancing the visual communication of technical concepts.
- Developed templates, established best practices, created new Information Architecture (IA), and designed a maturity model to improve documentation consistency and structure.
- Revised the style guide to establish unified standards and improve documentation clarity and coherence.
- Created and maintained microsites using Hugo, enhancing web solutions and user engagement.
- Developed comprehensive online help systems to improve user ease.
- Designed and delivered training on effective use and contribution to documentation repositories.

**Technical Writer**

eClinicalWorks

May 2021 - Nov 2022

Bengaluru

- Developed and maintained comprehensive documentation, including User Guides, Online Help Documents, Release Notes, FAQs, Change Logs, Functional Specifications, and REST API documentation using Postman for Electronic Medical Record (EMR) and Revenue Cycle Management (RCM) software.
- Spearheaded the creation of user guides and SOPs, reducing user errors by 50% and improving billing accuracy by 25% through clear, actionable documentation.
- Conducted interviews with developers, team leads, product managers, and the Learning & Development team to gather product and feature details, translating technical information into clear documentation that adhered to company style guidelines for clarity and coherence.
- Collaborated with cross-functional teams, including the learning and development team, to integrate documentation into product releases and training initiatives; produced and published help videos on Microsoft Streams.
- Designed visuals using Adobe Photoshop and Illustrator to enhance documentation clarity and user comprehension.

**Technical Writer**

Capgemini

Sep 2018 - May 2021

Bengaluru

- Participated in sprint planning meetings to understand features added or modified in each sprint; collaborated with the implementation team and software developers to extract and document technical information accurately.
- Prepared installation and troubleshooting manuals for Volvo trucks and updated user manuals and release notes using client-specific tools for software applications, ensuring clear and accurate technical guidance while adhering to Microsoft Manual of Style (MSTP) guidelines.
- Coordinated with onsite team members and clients to gather inputs and address queries, facilitating smooth documentation processes; incorporated review comments to refine documentation and enhance clarity.
- Performed user acceptance testing to identify bugs and provide suggestions for improving user experience.

## SKILLS

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- Documentation: Mintlify, Hugo, Readme, Confluence, MadCap Flare, Oxygen XML Editor, MSTP, DITA
- Programming and Markup: Python, MySQL, HTML, Markdown
- API and Development: OpenAPI Specification, Swagger, Postman, Git, Bitbucket, Jenkins, CI/CD, VS Code
- Design: Camtasia, Adobe Illustrator, Adobe Premiere Pro, Trupeer AI, Figma, Lucidchart, Snagit
- Project Management and Analytics: Jira, Google Analytics, PostHog

## EDUCATION

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**Bachelor of Engineering, VTU University**

2014 - 2018