

# SOUVIK SARKAR

Senior Technical Writer

[sounix000@gmail.com](mailto:sounix000@gmail.com) ♦ (+91) 6360229130 ♦ <https://github.com/sounix000>

## OVERVIEW

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Technical Writer with 8 years of experience documenting software and APIs for developers and administrators, backed by 4 years of experience as a developer. I am competent in using docs-as-code, modular documentation, and open-source workflows. In addition, I analyze data to improve technical content for optimal developer experience.

## SKILLS

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<b>Programming</b>	C/C++, Python, Bash, Git
<b>Markup</b>	AsciiDoc, Markdown, XML
<b>Deployment</b>	GitHub, GitLab, Docker
<b>Cloud</b>	Kubernetes, GCP
<b>Images/Diagrams</b>	Inkscape, Mermaid.js
<b>Code/Text Editors</b>	VS Code, Vim
<b>Projects and Analytics</b>	JIRA, Google Sheets

## EMPLOYMENT

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### SUSE

March 2023 - Present

*Senior Technical Writer*

- Own the guides for performance tuning and security of SUSE Linux Enterprise.
- Contribute to the transition from monolithic guides to topic-based modular documentation for SUSE Linux Enterprise.
- Collaborate with engineers, release managers, and product managers for realigning SUSE Linux Enterprise documentation with the upstream OpenSUSE documentation.
- Interface with support engineering team for reinforcing existing documentation and creating client-specific knowledge-base articles.
- Participate in peer reviews and mentor new technical writers in the team.
- Technologies/Tools: SUSE Linux Enterprise, OpenSUSE Leap, Bash, Python, DocBook XML, AsciiDoc, GitHub, VS Code, SUSE style guide, JIRA, Confluence Wiki, Slack.

### Red Hat

November 2020 - March 2023

*Senior Technical Writer*

- Lead documentation efforts for OpenShift CI/CD Pipelines, including triaging issues, creating documentation plans, and deciding content strategy.
- Participated in peer reviews of documents for other products, and mentored new technical writers in the team.
- Collaborated with content strategists and product managers for realigning product documentation with upstream documentation.
- Interfaced with support engineering team for reinforcing existing documentation and creating client-specific knowledge-base articles.
- Analyzed data to improve the coverage, flow, architecture, findability, and accessibility of documentation.
- Technologies/Tools: Fedora Linux, Docker, Kubernetes, Golang, Node.js, Bash, AsciiDoc, Markdown, Lucidchart, GitHub, VS Code, Atom, IBM style guide, JIRA, Trello, Tableau, Google Sheets, Slack.

**Ribbon Communications**

January 2019 - November 2020

*Senior Technical Writer*

- Lead documentation efforts for SBC Core, resulting in improved customer satisfaction ratings.
- Developed documents such as CLI reference and REST API user guide.
- Participated in peer reviews of documents for other products, and mentored new technical writers in the team.
- Collaborated in revamping the internal style guide to make it easier for onboarding new technical writers.
- Technologies/Tools: Proprietary networking and telecom hardware, Debian Linux, C++, Bash, Open-Stack, AWS, Confluence Wiki, Snagit, Microsoft style guide, JIRA.

**FusionCharts (Infosoft Global Pvt. Ltd.)**

March 2018 - January 2019

*Technical Content Writer*

- Developed and reviewed sample applications, code snippets, and content for developer documentation.
- Implemented automation scripts to improve operational efficiency of pre-release workflows.
- Worked with engineering and marketing teams to create and publish technical articles in third-party websites and blogs.
- Technologies/Tools: Mac OS, JavaScript (Node.js, Vue.js, React.js), Markdown, Lucidchart, Google style guide, GitHub, Trello, Slack.

**Tata Elxsi**

June 2016 - March 2018

*Consultant Technical Writer**Contractor for Ribbon Communications*

- Created and maintained Quickstart tutorials, API guides, User guides, and Release Notes.
- Technologies/Tools: Proprietary networking and telecom hardware, Debian Linux, Confluence Wiki, Snagit, Microsoft style guide, JIRA.

**Agaze Technologies**

September 2015 - May 2016

*Software Engineer*

- Developed internal and client-facing applications with focus on the back-end implementation.
- Technologies/Tools: Ubuntu Linux, Python (Django, Flask), PostgreSQL, JavaScript (Node.js, React.js), Google Cloud Platform (App Engine).

**Freelance/Self-employed**

July 2012 - August 2015

*Web Developer*

- Developed websites, administered systems, and wrote technical content for blogs as a ghostwriter.
- Technologies/Tools: Ubuntu Linux, Python (Flask), MySQL, JavaScript.

**RECOGNITIONS**

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**Red Hat** - Several peer-to-peer awards from team members (including engineering) for collaboration and commitment to excellence.

**Ribbon Communications** - Motivate Award (2019-2020) for extraordinary performance.

**Tata Elxsi** - Customer Appreciation Award (2016-2017) based on client recommendation.

**EDUCATION**

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**Bachelor of Technology**

2014

*Applied Electronics and Instrumentation Engineering**West Bengal University of Technology*