SOUVIK SARKAR

Senior Technical Writer

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OVERVIEW

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 develop technical content for optimal developer experience, using docs-as-code, modular documentation, and open-source tools.

SKILLS

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

EMPLOYMENT

SUSE   March 2023 - Present
Senior Technical Writer

· Own the guides for performance tuning and security of SUSE Linux Enterprise.
· Contribute to transitioning from monolithic guides to topic-based modular documentation for SUSE Linux Enterprise.
· Collaborate with engineers, release managers, and product managers to realign 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 to realign product documentation with upstream documentation.
· Interfaced with the support engineering team to reinforce existing documentation and create 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
Senior Technical Writer   January 2019 - November 2020

· 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 onboarding new technical writers easier.
· Technologies/Tools: Proprietary networking and telecom hardware, Debian Linux, C++, Bash, OpenStack, AWS, Confluence Wiki, Snagit, Microsoft style guide, JIRA.

FusionCharts (Infosoft Global Pvt. Ltd.)
Technical Content Writer   March 2018 - January 2019

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

Tata Elxsi
Consultant Technical Writer   June 2016 - March 2018
     Contractor for Ribbon Communications

· Created and maintained Quick-start 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
Software Engineer   September 2015 - May 2016

· Developed internal and client-facing applications, focusing 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
Web Developer   July 2012 - August 2015

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

RECOGNITIONS

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

Bachelor of Technology
Applied Electronics and Instrumentation Engineering   2014
     West Bengal University of Technology