

Lead Technical Writer

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OBJECTIVE

Experienced documentation leader with **13+ years in technical writing**, specializing in transforming content ecosystems, managing cross-functional teams, and driving scalable, user-focused documentation strategies. Skilled in structured authoring, AI-powered workflows, and content governance. Proven ability to align documentation with product goals, reduce support overhead, and enhance customer experience through clear, concise, and accessible content delivery.

PROFESSIONAL SUMMARY

- Total Experience of **~13 years 4 months**, including Technical Publications and Aircraft Technician.
- I am a **Lead Technical Writer** in the creation/revision of technical publications such as Developer's documents, user manuals, user guides, online help, troubleshooting guides, API and CLI guides, and admin guides.

SKILLS

- **Tool skills:** Adobe FrameMaker, Arbortext editor, Document360, Camtasia, Adobe InDesign, Adobe Illustrator, Azure Language Studio, Microsoft Office, Adobe RoboHelp, Adobe Photoshop, JIRA, PTC Windchill, CSDB (common source database), SnagIt, Acrobat Pro, Microsoft Excel, Microsoft Word, and GitHub.
- **Languages:** Markdown, XML, HTML, MySQL, Python
- **Style guides:** Microsoft Style of Technical Publication (MSTP) and Simplified Technical English (STE)
- **Technical domain skills:** Telecommunication, Networking, HVAC, and Aerospace.
- **Process and methodology:** Document Development Life Cycle (DDLC), Software Development Life Cycle (SDLC), Agile methodology (Scrum), and Waterfall methodology.
- **Technical writing skills:**
 - DITA XML, Markdown, Engineering Drawing, and 3D Models. Knowledge about International Aerospace Technical Publication standards (ATA 100, I-Spec 2200, ASD S1000D).
 - Knowledge of structured writing principles with a flair for simplifying complex information
- **Soft skills:**
 - Ability to grasp recent technology quickly and deploy a full range of capabilities.
 - Effective communication, teamwork, problem-solving, leadership, creative feedback, thrive for ambiguity, development of new employees, project management, and risk management.

WORK EXPERIENCE

Lead Technical Writer at Ushur Inc, Bengaluru, India

Start date – December 2023

End date – Till Date

Role Description:

- **Led the complete transformation of Ushur's documentation strategy**, delivering **600+ structured articles** across multiple product lines, driving usability, consistency, and user satisfaction.
 - **Managed and mentored a team of 4 technical writers**; established performance goals, conducted reviews, and enabled skill growth through training in modern documentation practices.
 - **Developed a documentation roadmap** aligned with product and company OKRs, incorporating feedback loops and Agile priorities to ensure strategic content delivery.
 - **Defined and tracked KPIs** for content performance—such as engagement, support deflection, and adoption—ensuring data-driven improvements and stakeholder visibility.
 - **Spearheaded the migration from Confluence/JIRA to Document360**, improving authoring workflows, content governance, and internal-external user accessibility.
 - **Introduced AI-powered workflows** to automate style checks, content validation, and publishing processes, increasing team productivity and output quality.
 - **Established standardized templates, style guides**, and editorial processes across the team to ensure high-quality, scalable, and brand-consistent documentation.
 - Partnered cross-functionally with **Product, Engineering, QA, and Customer Success** teams to align documentation with release cycles and customer expectations.
 - Authored and reviewed customer-facing content, including **Product Guides, How-to Articles, API Docs**, and internal knowledge for CSMs, SREs, and Developers.
 - **Reduced onboarding and support load** by delivering self-service resources, guided workflows, and feature-specific documentation mapped to user personas.
 - **Championed continuous improvement** by introducing analytics tracking, usability testing, stakeholder surveys, and real-time content feedback loops.
 - Introduced **multimedia, infographics, and interactive documentation** formats to simplify complex concepts and improve audience engagement.
 - Administered and optimized **documentation tools and integrations**, ensuring platform stability, authoring efficiency, and cross-team visibility.
 - **Received the Ushur Customer Impact Award** for creating the biggest product or business impact of the year through a complete documentation transformation and customer-focused content strategy.
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Senior Customer Documentation Developer at Nokia Solutions and Networks India Private Limited, Bengaluru, India

Start date – September 2022

End date – December 2023

Role Description:

- Created and updated guides such as admin guides, API guides, getting started guides, troubleshooting guides, user manuals, installation guides, and maintenance guides.
 - Attended scrums, stand-ups, and QA demonstrations with SMEs to gather information for documentation.
 - Created new or revised existing deliverables in an Agile environment.
 - Evaluated technical content against UX benchmarks and user information requirements.
 - Adhered to company branding, information, and writing standards to publish content for many different audiences in multiple formats.
 - Using the Camtasia tool, I produced video tutorials on user guides to assist customers in understanding the GUI and how to use the product and its features.
 - Part of the OLH (Online Help) team to build the OLH on par with the release cycle. (Tools used: FileZilla and Putty)
 - Understood how the company's technologies work and add value to customers.
 - Employed various authoring and desktop publishing software tools such as Arbortext Editor, Swagger, Postman, and CDOC (internal CMS) to publish deliverables to multichannel platforms.
 - Conducted user studies to propose improvements to product development and support services.
 - Fixed JIRA tickets raised by the customers.
 - Created Knowledge Base (KB) articles.
 - Researched content and audience information.
 - Planned the documentation tasks based on the Agile board and sprints.
 - Actively participated in quality checks and usability testing.
 - Led a chatbot team utilizing Azure and Language Studio to convert technical manuals into question-answer pairs for training the chatbot using a custom question-answering portal and LUIS.
 - Implemented chatbot technology to enhance user experience and streamline customer support, resulting in increased efficiency and satisfaction.
 - Took customer feedback for documents through the feedback survey process.
 - Received the **Network Infrastructure Quality Award 2023** for contribution to *"Delivering Excellence: Bridging Accessibility and Customer Experience"* – recognized by leadership for positively impacting product accessibility and customer satisfaction.
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Senior Technical Writer at Trane Technologies Private Limited, Bengaluru, India**Start date - August 2017****End date – September 2022****Role Description:**

- Creation/Revision of Technical Documentation like Parts Manual, Product Information Manual, Component Maintenance Manual, Installation Instruction, Installation guide, Service Guide, Service Facts, Installation, Operation, and Maintenance Manual, Product Catalog, Wiring diagrams, and Parts List.
 - Proficiency in Editor Tools like Adobe FrameMaker, Adobe InDesign, Arbortext Editor, Adobe Illustrator, Adobe Photoshop, and Microsoft Excel.
 - Proficiency in DITA concepts.
 - Translating the Technical Documents into various languages.
 - Followed writing rules, document standards, and Simplified Technical English while creating/updating documents.
 - Collaborate with engineers, editors, and SMEs to improve document quality and usability.
 - Actively participating in the weekly calls.
 - Involved in training new hires about the products, and processes of the Technical Publications, and provided training on DITA concepts, Arbortext editor, and Adobe FrameMaker.
 - Involved in creating training plans and training materials for the knowledge transfer of the new hires.
 - Peer reviewer – responsible for proofreading and editing documents for team members.
 - Actively participating in innovative ideas to improve the technical documentation for the future.
 - Actively participating and conducting meetings to generate ideas to achieve the company's sustainability goals.
 - Actively participating in generating ideas to improve the soft productivity in the Technical Publications process.
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Technical Writer at Benefitalign Technologies Private Ltd, Thiruvananthapuram, India

Start date - March 2016

End date - July 2017

Role Description:

- Designed and developed software product documentation, which includes technical publications such as User Manuals, Configuration Guides, FAQs, and Command References.
 - Creation/Revision Rest API documents (Internal).
 - Experience in workflow documentation and authoring customer-facing documentation.
 - Responsible for writing and proofreading technical documentation.
 - Peer reviewer - responsible for proofreading and editing documents written by team members.
 - Collaborated with engineers and technical resources to improve document quality and usability.
 - Had close interactions with Development, Test, and Marketing teams for input gathering and approval.
 - Responsible and accountable for the delivery of release-based documentation.
 - Interacted with geographically distributed development and marketing teams to understand user requirements.
 - Proficiency in Adobe Acrobat, Adobe RoboHelp, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Help Authoring Tools Snagit, Adobe Photoshop, and Camtasia.
 - Leading a 25-member team of Products and Rates.
 - Involved in managing the Products and Rates team. Assigned tasks to the team and provided training on collecting data from various sources. Adapted the agile methodology to improve the performance of the team.
 - Participated in the SCRUM meetings to understand the project requirements.
 - Responsible for calculating the estimated time of completion and projecting the date of completion to all the stakeholders.
 - Reviewing the tasks daily and sending daily status reports to stakeholders.
 - Involved in providing soft skills training for new hires (freshers).
 - Involved in providing knowledge of products, and the company's values.
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Technical Author at Lionbridge Technologies Private Limited, Chennai India**Start date - May 2013****End date - March 2016****Role Description:**

- Creation and revision (Authoring) of the EMM Data Modules by referring to the documents (ACR and CODAC) and engineering authorities (Engineering drawings and MPL).
- Worked on the Clip Stack Assembly (CSA) project. It included showing all the clips and clamps in an exploded view with its figure item number and attaching hardware.
- Creation and revision (Authoring) of the Cleaning, Inspection, and Repair Manual (CIR) by referring to the HTG 101-Cleaning guide, NDT Tool, and engineering authorities (Fitting instructions and MPL).
- Knowledge and understanding of Service Bulletins (SB), Modification Bulletins, Balancing instruction, MAL (Master Assignment List), and Assembly Control Record (ACR).
- Analysis of the Inputs for creation/revision of Trent XWB Rolls Royce engines (84K and 97K) in EM (Engine Manual) CMM, CIR (Clean, Inspection & Repair) & AMM (Aircraft Maintenance Manual).
- Organized the team to achieve the targets and maintained ownership.

Achievement:

- Spot Award for quality and productivity
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Aircraft Maintenance Technician at Albatross Flying Systems, Bengaluru, India**Start date - September 2009****End date - September 2011****Role Description:**

- Associated with the manufacturing and maintenance of microlight aircraft and powered hang gliders.
 - Associated in Test Flights.
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Aircraft Maintenance Trainee Technician at National Aerospace Laboratories, Bengaluru, India**Start date - March 2009****End date - September 2009****Role Description:**

- Associated in Maintenance of India's First prototype aircraft SARAS powered by Pratt and Whitney engines PT 6A 65A and 67A.

CERTIFICATION

- Certification in Technical Writing issued by Aerotech Technical Publications Services.
- Certification in Soft Skill and Persona enhancement issued by SoftSkills World Private Limited.

AWARDS

- Won the Quality Champion award in Nokia.
- Won the Extra Mile Award for the project on Augmented Reality for Technical Manuals.
- Won Spot Award for the complex tabular data in Arbortext Editor (XML) file.
- Won Quality champion for two years consecutively (2020 & 2021).

EDUCATIONAL PROFILE

- Completed three years of **Aircraft Maintenance Engineering (Mechanical Stream)** course from Nehru College of Aeronautics & Applied Sciences in June 2008 with 74 %.
- DGCA License Exam - Paper 1 with 77% & Paper 2 with 70%.
- Completed **Bachelor of Computer Applications** from Madurai Kamaraj University in June 2012 with 54%.