

Lead Technical Writer | Product Enablement Manager

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PROFESSIONAL SUMMARY

- Results-driven **Technical Writing and Product Enablement Manager** with over 13 years of experience across AI-native SaaS, SaaS, telecommunications, aerospace, and HVAC domains.
- Proven success in leading **end-to-end documentation strategies and product enablement initiatives**, bridging gaps between Product, Engineering, and Customer-Facing teams to improve knowledge flow and feature adoption.
- Expert in **structured authoring, Agile documentation practices, and AI-driven content workflows**, delivering high-quality assets including developer guides, API/CLI documentation, user manuals, and release enablement modules.
- Strong focus on aligning content and enablement with product lifecycles to enhance user experience, reduce support overhead, and drive measurable business outcomes.

SKILLS

- **Tool skills:** Adobe FrameMaker, Arbortext editor, Document360, Camtasia, Adobe InDesign, Adobe Illustrator, 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 | Product Enablement Manager at Ushur Inc, Bengaluru, India

Start date – December 2023

End date – Till Date

Role Description:

Technical Writing Leadership

- Spearheaded Ushur's complete documentation transformation, delivering **600+ structured articles** across multiple product lines, including **Product Guides, API and CLI Documentation, How-to Articles, Release Notes, Troubleshooting Guides, and Internal Knowledge Assets**.
- Defined and implemented the end-to-end documentation strategy aligned with company OKRs, ensuring content quality, consistency, and business alignment.
- Managed and mentored a 4-member technical writing team; established performance goals, conducted peer and stakeholder reviews, and enabled professional growth through training in **AI-driven authoring**, structured writing, and Document360 workflows.
- Developed and maintained standardized **templates, style guides, and governance models**, ensuring scalable, brand-consistent documentation across all products.
- Led the **migration from Confluence/JIRA to Document360**, improving content governance, analytics, authoring efficiency, and accessibility for internal and external audiences.
- Defined and tracked documentation KPIs (engagement, adoption, and support deflection); leveraged analytics to drive continuous improvement and content prioritization.
- Collaborated cross-functionally with Product, Engineering, QA, and Customer Success teams to align documentation with release cycles and feature readiness.
- Reduced onboarding time and support dependency through persona-based, self-service documentation and guided workflows.

Product Enablement Management

- Took on an additional charter as **Product Enablement Manager**, bridging the gap between Product, Engineering, and customer-facing teams.
- Built a structured **Product Enablement Framework** capturing feature purpose, configuration details, customer value, limitations, ownership, and related assets.
- Partnered with Product Managers to collect demo videos, feature walkthroughs, and release summaries; collaborated with the LMS team to convert these into **release-day enablement courses and micro-learning modules**.
- Delivered enablement sessions and concise internal briefs to ensure customer-facing teams understood every new feature, enhancement, and top blocker before release.
- Introduced dashboards to track enablement course engagement, completion, and readiness scores, accelerating **time-to-adoption** and improving cross-team knowledge flow.
- Significantly improved internal knowledge flow, reducing the gap between feature release and customer communication, while improving customer adoption velocity.

Achievements: Recognized with the **Ushur Customer Impact Award** for delivering the highest business value through a company-wide documentation and content transformation initiative.

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.

Achievements:

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.

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.

Achievements:

- **Recognized with the “Extra Mile Award”** for pioneering the integration of **Augmented Reality into technical manuals**, enhancing user engagement and field service efficiency.
 - **Recognized with the “Spot Award”** for delivering precise and innovative solutions in managing **complex tabular data within Arbortext Editor (XML)**, improving document accuracy and structure.
 - **Recognized with the “Quality Champion Award” for two consecutive years (2020 & 2021)** for maintaining exceptional documentation quality and driving continuous process improvements across multiple product lines.
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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 authored **software product documentation**, including **User Manuals, Configuration Guides, FAQs, REST API documents, and Command References** for customer-facing and internal audiences.
- Delivered **workflow and release-based documentation** aligned with Agile sprint timelines, ensuring timely, high-quality deliverables.
- Collaborated closely with **Development, QA, and Marketing teams** to gather technical inputs, validate content accuracy, and maintain consistency across deliverables.
- Served as **peer reviewer**, ensuring editorial quality and adherence to company style standards.
- Enhanced content usability by simplifying complex technical details and incorporating user feedback.
- Managed and mentored a **25-member Products and Rates team**; assigned tasks, conducted reviews, and implemented Agile processes to boost efficiency and quality output.
- Provided **onboarding and soft-skills training** for new hires, emphasizing documentation best practices and company values.
- Utilized tools such as **Adobe RoboHelp, Acrobat, Snagit, Camtasia, and Microsoft Office Suite** for authoring and publishing deliverables.

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 following S1000D and STE 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

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 for QC/QA validation.

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 **API Documentation** by Tech Writer's Tribe.
- Certification in **Markdown and GitHub** by Tech Writer's Tribe.
- Certification in **Soft Skills and Persona Enhancement** issued by SoftSkills World Private Limited.

EDUCATIONAL PROFILE

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