

VINAY S P KULKARNI

SUMMARY

Enthusiastic Technical Writer with 14 years of experience in transforming complex technical concepts into clear, user-friendly documentation for software development environments. Passionate about innovation and user experience, I consistently leverage my expertise to produce engaging content and enhance product usability. Proficient in creating online help, user guides, installation guides, release notes, and product presentations.

SKILLS

Start from scratch, Template Development & Style Creation, Agile Documentation, User Research and Usability Testing, Team Collaboration

KEY ACHIEVEMENTS

🏆 Recognized with a Spot Award

Successfully managed and completed a high volume of technical documentation within tight deadlines, showcasing strong commitment to quality and contributing to overall team success.

🏆 Honored with the Best Team Member of the Quarter award

Played a key role in developing high-quality user manuals for SONY mobile devices, contributing to overall team success.

CERTIFICATIONS

Advanced Technical Writing Certification, Winprotech, Bengaluru (August 2017 to September 2017)

Associate Certificate Program in Technical Writing, The Writers Block, Bengaluru (May 2014 to July 2014)

Technical Writer

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EXPERIENCE

Senior Technical Writer

03/2025 - 10/2025

Randstad India Private Limited / CISCO Systems

Bengaluru,
Karnataka, India

Tools Used: Postman, Swagger, ReadMe API, JSON, Python, Oxygen XML Editor, CXone Expert, Madcap Flare, Markdown, AsciiDocs, GitHub, JIRA, Snagit.

- Designed and managed API reference documentation for Meraki platforms in collaboration with software developers, ensuring technical accuracy and ease of integration.
- Developed and maintained comprehensive release notes, user guides, installation guides, and troubleshooting guides for Cisco Meraki products.
- Partnered with Product Owners and Technical Marketing Engineers to align documentation with product strategy, business goals, and customer requirements.
- Collaborated with Network Support Engineers to enhance troubleshooting guides using real-world incident data, diagnostic steps, and verified resolutions.
- Worked with Developers and Test Engineers to validate documentation content for completeness, accuracy, and technical consistency.
- Collected and incorporated cross-functional feedback to continuously improve documentation quality, structure, and usability.
- Coordinated with stakeholders to update content and reflect evolving product features, APIs, and cloud capabilities.
- Ensured documentation met Cisco standards for security, scalability, accessibility, and user experience in cloud-based networking and security services.

Technical Writer

05/2022 - 09/2024

ATONARP Micro Systems India Private limited

Bengaluru,
Karnataka, India

Tools Used: Postman, Stoplight API, JSON, Python, Oxygen XML Editor, Markdown, Madcap Flare, GitHub, JIRA, and Snagit.

- Developed comprehensive user manuals, online help, release notes, installation guides, API documentation, and system manuals for ASTON and ATON systems.
- Created detailed documentation for the ATONARP REST Data Services (ARDS) API, enabling developers to seamlessly access and integrate ATONARP database data.
- Collaborated with cross-functional teams, including developers and product managers, to define documentation requirements and implement effective content strategies.
- Produced, formatted, and published technical content in multiple formats (PDF and HTML) in accordance with ATONARP documentation standards.
- Conducted regular content audits and updates to ensure documentation accuracy and alignment with new software releases.
- Improved product understanding and usability through high-quality technical content tailored to end-user needs.
- Managed version control and maintained up-to-date documentation across product lifecycles.

Senior Technical Writer

11/2020 - 05/2022

Oracle Financial Software Services India Private Limited

Bengaluru,
Karnataka, India

Tools Used: Postman, swagger, Sphinx API, Python, JSON, YAML, Markdown, Adobe FrameMaker(Structured), Robohelp and Captivate, Office 365, Tortoise SVN, JIRA, Bug DB, and Snagit.

- Developed comprehensive technical documentation for the Oracle Enterprise Case Management System and Behavior Detection applications.
- Created Read me files, release notes, user guides, installation guides, and configuration guides for both on-premises and cloud environments.
- Maintained documentation style guidelines, developed project plans, and facilitated cross-functional meetings to ensure content accuracy and consistency.
- Provided consulting within the business unit to streamline the documentation process and improve overall content effectiveness.
- Designed and managed single-source documentation across multiple product lines to minimize duplication, reduce workload, and enhance usability for both writers and end-users.
- Quickly learned new technologies and managed multiple documentation projects independently and collaboratively while maintaining high-quality standards and meeting tight deadlines.

EDUCATION

Master of Computer Applications

Sikkim Manipal University,
Manipal

07/2010 - 07/2013

Bachelor of Computer Applications

Bangalore University, Bengaluru

06/2007 - 06/2010

Diploma in Hardware Engineering

Indian Institute of Hardware
Technologies, Bengaluru

05/2004 - 05/2007

EXPERIENCE

Technical Writer IV

09/2017 - 11/2020

[Fidelity National Information Services India Private Limited](#)

Bengaluru,
Karnataka, India

Tools Used: Oxygen XML Editor, Madcap Flare, Office 365, Markdown, GitHub, JIRA, and Snagit.

- Authored comprehensive Release Notes, User, and Administration guides for the FIS EZBusiness Card Management Application, improving product adoption and client understanding.
- Coordinated with subject matter experts and development teams to gather requirements, verify technical details, and ensure documentation quality.
- Reviewed and updated online help files for Service View and Client Link platforms to maintain accuracy and enhance usability.
- Managed documentation updates and version control to align with product releases and maintain compliance with FIS standards.
- Demonstrated adaptability and time management in handling multiple documentation projects in Agile environments, consistently meeting tight deadlines.

Senior Technical Writer

07/2016 - 07/2017

[OSI Energy Automation India Pvt. Ltd / Quintype Technologies](#)

Bengaluru,
Karnataka India

Tools Used: Madcap Flare, Itsmen, Markdown, JIRA, Tortoise SVN and Snagit.

- Consistently produced compelling content, including articles, blog posts, and product descriptions, adhering to the company's style guide and brand voice, while collaborating with editors, designers, and developers for seamless integration and production.
- Developed executive dashboards and customized views of the standard Monarch application using Dynamic Tabular Display.
- Implemented features including dynamic data filtering and sorting, drag-and-drop functionality, third-party application copy/paste support, and the ability to hide or unhide columns and attributes.
- Developed rule-based color coding for key system conditions and attributes.

Technical Writer

08/2014 - 07/2016

[Datamatics India Private Limited / Sony India Software center](#)

Bengaluru,
Karnataka, India

Tools Used: Office 365, Adobe FrameMaker, Robohelp, SEEK, and Greenshot.

- Increased user engagement by {30%} through comprehensive end-to-end documentation for {10} SONY mobile devices.
- Improved network security protocol compliance by {15%} through authoring comprehensive SOPs and scenario-based documents.

Technical Writer Consultant

12/2010 - 01/2014

[Capgemini Business Services India Private Limited](#)

Bengaluru,
Karnataka, India

Tools Used: Office 365, Adobe FrameMaker, Quick Silver, and Greenshot.

- Reduced processing time by 30% by migrating tasks from Quicksilver to ETPS and Adobe FrameMaker.
- Improved customer satisfaction by 25% by updating Terex Automobiles User's and Administrator manuals across web, CDs/DVDs, and print formats.