

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)

EDUCATION

Master of Science in Computer Applications

Sikkim Manipal University, Manipal
07/2010 - 07/2013

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: Mind Touch XML Editor, JIRA, Microsoft SharePoint, Office 365, Robohelp, Snagit.

- Authored comprehensive release notes, user guides, troubleshooting, and installation guides for Cisco Meraki products.
- Collaborated with Product Owners and Technical Marketing Engineers to align documentation with product vision and customer needs.
- Partnered with Network Support Engineers to enhance troubleshooting guides with real-world scenarios and resolution steps.
- Worked with Developers and Test Engineers to ensure technical accuracy and validate procedures in guides.
- Utilized cross-functional feedback to iteratively improve documentation clarity and usability.
- Facilitated knowledge transfer with experts to update documentation with evolving product capabilities.
- Ensured documentation compliance with Cisco's standards for security, scalability, and user experience in cloud-delivered networking and security services.

Technical Writer

05/2022 - 09/2024

ATONARP Micro Systems India Private limited

Bengaluru,
Karnataka, India

Tools Used: Swagger, Oxygen XML Editor, GitHub, JIRA, JSON, and Snagit.

- Developed comprehensive user manuals, online help, release notes, installation guides, API documentation, and system manuals for the ASTON and ATON systems.
- Enhanced product understanding and usability for end-users.
- Developed comprehensive documentation for the ATONARP REST Data Services (ARDS) API, facilitating developers' seamless access to ATONARP database data.
- Collaborated with cross-functional teams to define documentation requirements and create content strategies.
- Produced and formatted content in multiple formats (PDF and HTML) in compliance with ATONARP standards.
- Conducted regular reviews and updates of technical content for new software releases, improving the quality of product literature.
- Regularly updated documentation to reflect changes and efficiently managed version control.

Senior Technical Writer

11/2020 - 05/2022

Oracle Financial Software Services India Private Limited

Bengaluru,
Karnataka, India

Tools Used: Adobe FrameMaker(Structured), RoboHelp and Captivate, Office 365, Tortoise SVN, JIRA, JSON, Bug DB, and Snagit.

- Crafted extensive technical documentation for the Oracle Enterprise Case Management System and Behavior Detection applications.
- Developed README files, release notes, user guides, installation guides, and configuration guides.
- Created documentation for both on-premises and cloud environments.
- Maintained style guidelines, developed project plans, facilitated meetings, and provided consulting to create effective documentation for a business unit.
- Developed and managed single-source documentation across product lines to reduce workload, duplication, and errors for both writers and end-users.
- Learned new technologies rapidly and balanced multiple projects independently and collaboratively, consistently meeting high-quality standards and deadlines.

EDUCATION

Bachelor of Science in 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, Office 365, Markdown, Tortoise SVN, JIRA, JSON and Snagit.

- Crafted User and Administration Guides, Release Notes for FIS EZBusiness Card Management Application.
- Reviewed and revised help files on Service View and Client Link platforms.
- Contributed to projects and initiatives to achieve business objectives.

Senior Technical Writer

07/2016 - 07/2017

OSI Energy Automation India Pvt. Ltd / Quintype Technologies

Bengaluru,
Karnataka India

Tools Used: Office 365, Itsmen, Markdown, JIRA, 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, 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.