VINAY S P KULKARNI

Senior Technical Writer | API Documentation | Agile Environments | Cross-functional Collaboration

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🔗 https://github.com/vinayspk6 📍 Bengaluru, Karnataka, India

SUMMARY

Technical writing professional with 13+ years of experience delivering clear, user-focused documentation for complex software and cloud solutions. Skilled in designing end-to-end content strategies, collaborating across product, engineering, and support teams, and aligning documentation with business goals. Experienced in applying the Docs-as-Code approach to streamline workflows, integrate documentation with development pipelines, and ensure accuracy and scalability. Adept at producing release notes, installation guides, troubleshooting manuals, and user guides that enhance usability, accessibility, and customer satisfaction. Known for driving quality, consistency, and efficiency in documentation processes within fast-paced Agile environments. Seeking to contribute expertise in technical communication and cross-functional collaboration to support Cisco Systems mission of maintaining high standards in security, scalability, and user experience.

EXPERIENCE

Senior Technical Writer

Randstad India Private Limited / Cisco Systems

📅 03/2025 - 10/2025 📍 Bengaluru, Karnataka, India

Tools Used: Oxygen XML Author, Madcap Flare, AsciiDocs, GitHub, GitBook, Jira, Postman, Swagger, JSON, Python, and Snagit.

- Developed and managed API documentation for Cisco Meraki platforms using GitBook, and AsciiDocs improving developer integration success by 30% and ensuring technical accuracy across REST APIs.
- Extensively used Oxygen XML Author with DITA/XML frameworks to produce modular, reusable topics and maps, single-source publishing aligned with Cisco's enterprise standards for Meraki Secure Access Service Edge (SASE) documentation.
- Developed persona-based documentation for admins, developers, and engineers, boosting adoption of Meraki SASE.
- Leveraged GitHub for version control, enabling collaborative authoring, and streamlined reviews for documentation updates.
- Authored and updated release notes, installation guides, troubleshooting manuals, and user guides for Meraki cloud networking solutions, using MadCap Flare for Meraki smart cameras and Meraki Switching deliverables.
- Collaborated with Product Owners and Technical Marketing Engineers to align documentation with product strategy, business goals, and customer requirements.
- Enhanced troubleshooting guides using real-world incident data in collaboration with Network Support Engineers, improving customer experience and reducing support escalations.

Technical Writer

ATONARP Micro Systems India Private limited

📅 05/2022 - 09/2024 📍 Bengaluru, Karnataka, India

Tools Used: Oxygen XML Author, Markdown, Madcap Flare, GitHub, Git Book, Jira, Postman, Stoplight API, JSON, Python, and Snagit.

- Delivered end-to-end documentation (user manuals, online help, release notes, installation, and configuration guides) for ASTON and ATON systems, ensuring clarity across diverse deployment environments.
- Designed and published API documentation for the ATONARP REST Data Services (ARDS) API, leveraging Stoplight API and Postman to validate endpoints and streamline developer integration with database services.
- Applied Oxygen XML Author to produce modular, single-source documentation, for the ASTON system.
- Used MadCap Flare to create structured end-user documentation for the ATON system, including installation guides and troubleshooting manuals tailored to customer needs.
- Partnered with developers, QA and product owners to define documentation requirements, implement content strategies, and align deliverables with evolving product features.
- Produced and distributed content in multiple formats (PDF, HTML) in align with ATONARP documentation standards for accessibility and portability.
- Maintained version control using GitHub, ensuring documentation accuracy, consistency, and alignment with new software releases throughout product lifecycles.

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.

💎 **Spot Award Recognition**
Delivered high-quality technical documents within tight deadlines, improving team output by 20%.

💎 **Best Team Member**
Developed user manuals for 10 SONY mobile devices, increasing user engagement by 30%.

CERTIFICATIONS

Associate Certificate Program in Technical Writing, The Writer's Block, Bengaluru (May 2014)

Adobe Suite & DITA Certification, Winprotech, Bengaluru (August 2017)

API Documentation Certification, Tech Writer's Tribe (November 2025)

MadCap Flare Certification, Tech Writer's Tribe (November 2025)

AsciiDocs, Python, Markdown, GIT, HTML CSS, API Documentation using Secured AI Certifications, Udemy (November 2025)

EXPERIENCE

Senior Technical Writer

Oracle Financial Software Services India Private Limited

📅 11/2020 - 05/2022 📍 Bengaluru, Karnataka, India

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

- Authored comprehensive documentation (ReadMe, release notes, guides, manuals) for Enterprise Case Management and Behavior Detection apps in on-premises/cloud environments.
- Developed and maintained API documentation for Oracle ORDS, using Postman to test endpoints, Swagger to design and document REST services, and Sphinx API to generate structured developer references.
- Extensively used Adobe FrameMaker (Structured), RoboHelp, and Captivate to create modular, structured content and interactive help systems aligned with Oracle standards.
- Documented complex case workflows, escalation procedures, and integration points with Oracle enterprise applications.
- Partnered with product managers and engineers to ensure accuracy of compliance workflows and case resolution features.
- Directed and supervised single-source documentation across multiple product lines to minimize duplication, reduce workload, and enhance usability for both writers and end-users.
- Used Tortoise SVN for version control to manage documentation updates, tracked tasks and sprints in Jira, and logged/monitored defects in Bug DB to ensure documentation accuracy and alignment with product releases.

Technical Writer IV

Fidelity National Information Services India Private Limited

📅 09/2017 - 11/2020 📍 Bengaluru, Karnataka, India

Tools Used: Oxygen XML Author, Office 365, Markdown, GitHub, Jira, and Snagit.

- Authored end-to-end documentation from scratch using Oxygen XML Author, including Release Notes, User Guides, and Administration Guides for the EZBusiness Card Management Application, improving product adoption and client understanding.
- Created and maintained online help files in Markdown for Service View and Client Link platforms, ensuring accuracy, usability, and alignment with evolving product features.
- Leveraged GitHub for version control and Jira for tracking documentation tickets, streamlining updates, managing lifecycles, and ensuring compliance with FIS documentation standards.

Senior Technical Writer

OSI Energy Automation India Pvt. Ltd / Quintype Technologies

📅 07/2016 - 07/2017 📍 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.

Technical Writer

Datamatics India Private Limited / Sony India Software center

📅 08/2014 - 07/2016 📍 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

Capgemini Business Services India Private Limited

📅 12/2010 - 01/2014 📍 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.

EDUCATION

Master of Computer Applications

Sikkim Manipal University, Manipal

📅 07/2010 - 07/2013

Bachelor of Computer Applications

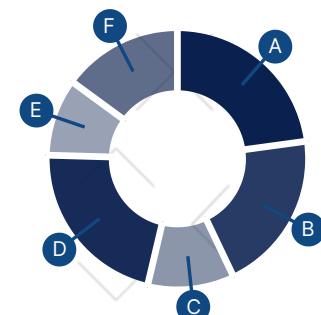**Bangalore University, Bengaluru**

📅 06/2007 - 06/2010

Diploma in Hardware Engineering

Indian Institute of Hardware Technologies, Bengaluru

📅 05/2004 - 05/2007

MY TIME

- A Oxygen XML Author
- B Swagger & Postman API
- C Markdown
- D GitHub with GtiBook
- E MadCap Flare
- F Jira