

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 14 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: Postman, Swagger, JSON, Python, Oxygen XML Editor, CXone Expert, Madcap Flare, AsciiDocs, GitHub, GitBook Jira, Snagit.

- Developed and managed API documentation for Meraki platforms, improving integration success by 30% and ensuring technical accuracy and ease of integration with software developers.
- Authored and updated release notes and comprehensive user, installation, and troubleshooting guides for Cisco Meraki products aligned with Cisco standards and business goals.
- 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 user experience.
- Coordinated with cross-functional teams to keep documentation updated for evolving product features, APIs, and cloud capabilities.
- Ensured all documentation consistently met Cisco standards for security, scalability, accessibility, and user experience in cloud networking services.

Technical Writer

ATONARP Micro Systems India Private limited

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

Tools Used: Postman, Stoplight API, JSON, Python, Oxygen XML Author, Markdown, Madcap Flare, GitHub, Git Book, 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.
- Enhanced version control and maintained up-to-date documentation across 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)

EDUCATION

Master of Computer Applications

Sikkim Manipal University, Manipal

07/2010 - 07/2013

EXPERIENCE

Senior Technical Writer

Oracle Financial Software Services India Private Limited

📅 11/2020 - 05/2022 📍 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.

- Enhanced 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, designed 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.
- Directed and supervised 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 oversaw multiple documentation projects independently and collaboratively while maintaining high-quality standards and meeting tight deadlines.

Technical Writer IV

Fidelity National Information Services India Private Limited

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

Tools Used: Oxygen XML Author, 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.

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

Bachelor of Computer Applications

Bangalore University, Bengaluru

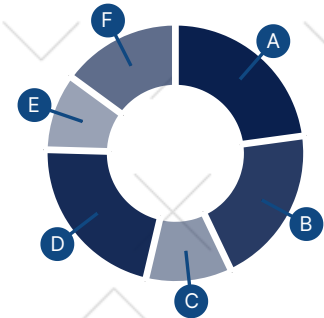
📅 06/2007 - 06/2010

Diploma in Hardware Engineering

Indian Institute of Hardware Technologies, Bengaluru

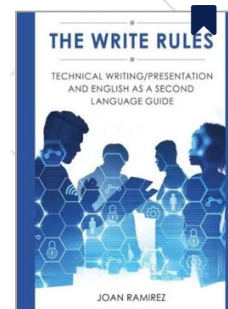
📅 05/2004 - 05/2007

MY TIME



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

BOOKS



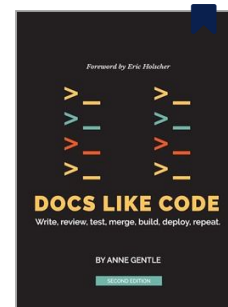
Technical Writing

Joan Ramirez



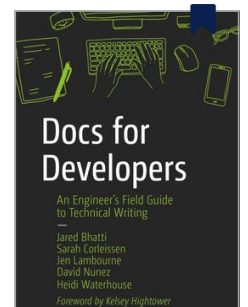
Markdown

Chastity Rose



Docs-like-code

Anne Gentle



Developers Docs

Apress