Most of my work is not available for general viewing. These are some samples of what I can share.

Sample 1:

http://enterprise.smsgupshup.com/help/in/EnterpriseAPIDocument.pdf

This is an API document I created for GupShup, a startup. The technical information has been updated a lot since I last worked on it, but the original format and structure mostly remains. I also created the disclaimer at the beginning of the document and I had it vetted from the legal team.

Sample 2:

https://www.gupshup.io/developer/resources/downloads/usecases/Public%20voting%20for%20movie%20awards%20via%20SMS.pdf

This is a small use case document. It is updated with latest screenshots but the most of the original text remains.

Sample 3:

https://help.nice-incontact.com/content/em/engagementmanager.htm

https://help.nice-incontact.com/content/emagent/emagent.htm

This is one of the products I work with at NICE. It's for a component called Engagement Manager and its supporting mobile app.

Sample 4:

https://help.nice-incontact.com/content/workforcemanagement/adherencecategories.htm

I recently documented this feature about how adherence for agents in contact centers is calculated.

Videos:

This is a playlist. I have created every video for EEM 8.7 and later:
https://www.youtube.com/playlist?list=PLgzqvNrthwn4CHQmoiIoN9ZFM3dLD1l-a