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Summary

Accomplished expert in technical documentation, content strategy, and user experience design. Adept at strategic planning, content engineering, and leading cross-functional teams to deliver impactful documentation initiatives. Skilled in creating user guides, online help systems, video tutorials, and innovative learning solutions. Proven ability to drive content excellence, improve user engagement, and support product success through high-quality, user-centered content.

Skill Expertise

Documentation & Strategy: Content Strategy • Information Architecture • API/SDK Documentation • DITA Implementation • Technical Editing • UX Writing • Knowledge Management

Engineering & Innovation: Content Modeling • Platform Engineering • Process Automation • AI for Documentation • Content Governance • SaaS/PaaS Documentation

Leadership: Cross-Functional Team Leadership • Strategic Planning • Mentorship • Stakeholder Management • Project Management

User Experience: User Journey Mapping • Wireframing • Usability Testing • Information Visualization • Task-Based Design

Technical Expertise

Authoring Tools: Markdown, Adobe FrameMaker, Adobe RoboHelp, Madcap Flare, Oxygen XML Editor

UX Design Tools: Figma, Lucidchart, PowerPoint, Visio

Multimedia Tools: Snagit, Paint.NET, Camtasia, Adobe Photoshop

Content Platforms: MediaWiki, WordPress, Drupal, Confluence

Web Development: HTML, CSS, XML, Static Site Generators (Hugo, Eleventy)

Collaboration Tools: Jira, Git, SVN

Methodologies: DITA, Agile, Docs-as-Code, ContentOps

Artificial Intelligence: NotebookLM, Ollama, ChatGPT, Claude, Gemini, CoPilot (Microsoft & GitHub)

Key Highlights

Leadership & Team Management

- Led a team of technical writers and platform engineers supporting multiple enterprise product lines.
- Built and mentored high-performing teams through strategic hiring and onboarding.
- Implemented transition plans for organizational changes, minimizing disruption and ensuring business continuity.

Strategic Planning & Project Management

- Implemented release note automation to improve accuracy and reduce manual effort.
- Designed EOL documentation strategies that retained vital information and cut maintenance overhead.
- Led cross-functional efforts to unify documentation standards, eliminating inconsistencies across product lines.

Content Strategy & Innovation

- Delivered multiple documentation projects on schedule, often concurrently, ensuring timely product launches.
- Improved user satisfaction by re-architecting documentation based on user feedback.
- Led DITA transformation, implementing content strategies, custom templates, and best practices.
- Streamlined content authoring by designing MediaWiki templates, reusable components, and content models.
- Conducted usability analysis, journey mapping, and wireframing to improve user interfaces during legacy-to-web migration.

Stakeholder Collaboration & Cross-functional Leadership

- Collaborated with Engineering, UX, Product, and Marketing teams to deliver cohesive documentation solutions.
- Partnered with video production teams to develop feature demonstrations, storyboards, and technical scripts.

Process Optimization & Quality Assurance

- Implemented editorial workflows, style guides, and review processes to ensure content quality and consistency.
- Championed several platform enhancements to improve the Docs platform.
- Participated in organizational hackathons to drive the Information Experience innovation.

Communications & Community Building

- Founded and organized radIX Day, a Genesys-sponsored conference advancing technical writing practices.
- Led internal communications content strategy, overseeing newsletters, podcasts, and web portals.
- Supported Diversity, Equity, and Inclusion (DEI) initiatives, organizing cultural and literary programs (e.g., Rebel Girls, Book Club).
- Frequent speaker and participant at technical writing conferences and industry events (STC, Tech Writer's Tribe, Tech Write Pro).

Technical Innovation & Emerging Technologies

- Developed a documentation chatbot (Dialogflow/MediaWiki integration) to reduce style guide violations and improve author productivity.
- Led LLM research for automated release notes, balancing privacy with output quality through structured testing.

Work History

- 11/2025 onwards - *Staff Technical Writer*, **ServiceNow**
- 05/2017 - 02/2025 - *Manager / Staff Technical Writer*, **Genesys Telecom Labs**
- 07/2006 - 04/2017 - *Lead Technical Writer & Technical Editor*, **Light & Wonder**
- 06/2004 - 07/2006 - *Technical Writer*, **Wipro Technologies**
- 04/2004 - 06/2004 - *Technical Communicator*, **HTC Global Services**
- 04/2002 - 04/2004 - *Sr. Content Developer*, **Angler Technologies**

Education

- *Certified Usability Analyst (CUA)* from Human Factors International
- *M.S., Information Technology & Management* from Madurai Kamaraj University
- *B.Sc., Computer Science* from Bharathiar University

A detailed description of my work experience, portfolio, and skills is available [here](#).