Senior Technical Writer

Ravichandra K

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https://github.com/ravichandra15091988/Writing-Samples/wiki ravi.metrockz@gmail.com

https://medium.com/p/how-i-configured-and-deployed-mkdocs-project-in-azure-devops-998b22050f50?source=social.linkedin&_nonce=3wF4IouZ

An experienced technical Writer with expertise in creating clear, structured, and developer-friendly documentation for complex software products. Skilled in producing end-to-end product guides, API references, SDK documentation, and integration guides that enable seamless adoption by developers and technical users.

Education

- B.Tech (METALLURGY) from JNTUH in 2010.
- Completed Certificate Program in Big Data Analytics and Optimization at INSOFE (Oct-2016 to April-2017).

Technical Skills

- **Programming Skills:** Markdown, HTML, CSS, and ASCII doc, Python (Numpy, Pandas), SQL
- **Tool Skills:** Zendesk, MS-Office., SharePoint, Atlassian Jira, Postman, VS Code, OpenAPI Spec, Adobe Robohelp, MS Visio and Lucid charts, Snagit, Omnigraffle, GitHub, Bitbucket, mkdocs, Docusaurus (open source tool), DITA XML, Document360, Claude Code

Soft Skills

- Teamwork
- Multi-tasking
- Time management
- Detail orientation
- Communication
- Problem-solving

Methodologies

Agile | Scrum

Relevant Work Experience

Senior Technical Writer | Corespan Systems Inc

(November 2025 - Present)

- Own end-to-end product documentation for Corespan's portfolio, covering the Composer software platform and hardware devices.
- Author user guides, installation and configuration guides, and release notes for Composer.
- Create hardware documentation, including installation guides, specifications, datasheets, and troubleshooting guides for devices.
- Collaborate with product managers and software and hardware engineering teams to document new features and product updates for each release.
- Designed a docs-as-code system with multiple IDEs and Docusaurus (built without AI), hosted on Vercel.
- Migrated content to the Docusaurus website, and generated PDFs and hosted them on the website.
- Developed an internal docs website with Claude Code, with content produced from internal codebases.
- Tested Composer APIs, in Postman, then drafted and published API documentation on the Docusaurus website using the Palo Alto theme plugin.

Full Stack Engineer

- Developed internal platforms to manage customer requirements using Claude Code and Supabase:
  - Software downloads site where external customers download SDK packages and install them in their environments.
  - Customer support site where customers log in to submit queries, automatically creating tickets for the Corespan support team.
  - Customer management site where Corespan admins grant or restrict access to the docs, downloads, and support sites.

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Relevant Work Experience

Technical Writer III | **Tanla Platforms Pvt. Ltd**
(June 2024 – October 2025)

- Researched multiple tools and selected an appropriate tool (Document360) for writing, reviewing, and publishing product documentation for Wisely platform.
- Crafted technical content from scratch for Wisely (a messaging platform). Applied Vale CLI rules to maintain consistency, tone, and style of the content.
- Developed and published API documentation for Wisely (a messaging platform) using Postman tool. Established an integration of Postman with Azure DevOps for version control.
- Working with product managers of different scrum teams to learn about new product functionalities and enhancements for a release.
- Developed an open source tool (mkdocs) for hosting our technical content of a product, integrating it with Azure DevOps for version control and building ci/cd pipelines for latest updates to host on website.
- Enabled Google Analytics to track insights of Wisely documentation site and witnessed a 25% increase in customer engagement.

Senior Technical Writer | **Netenrich Pvt. Ltd**
(October 2021 – May 2024)

- Generated content from scratch for Resolution Intelligence Cloud (a Cybersecurity platform) and published the content using ZenDesk.
- Attended backlog refinements and scrum review meetings. Plan, update, and deliver various types of user assistance documentation products including online help files, datasheets, Release Notes in an agile environment.
- Drafted microcopy as per UX guidelines and review with product managers. Write simple messages for complex error codes and enabling them for context sensitive help.
- Created flow-chart diagrams for technical support content.
- Proofread the documents, reframing the structure of the sentences to make the document concise and effective to both internal and external audience.
- Collaborated with Marketing, and Customer support teams to enable Google analytics, improve SEO of technical articles and drafted FAQs, enhancing the customer satisfaction.
- Initiated documentation tasks in Jira for assigned projects.

Senior Technical Writer | **Blaize New Computing Pvt. Ltd**
(February 2021 – September 2021)

- Drafted, updated, published technical content for AI Studio platform in Adobe Robo Help.
- Authored release notes for updates, enhancing user experience and satisfaction.
- Assisted in building Ascii doc tool and integrating with Github for version control to publish SDK and eSDK documentation for Picasso interface cards.
- Drafted Troubleshooting Guides, Installation Guides and Getting started guides.

Technical Writer | **Rahi Systems Pvt Ltd (Client – Google)**
(July 2019 – February 2021)

- Authored, reviewed, edited, and updated user manuals using Cider tool and Markdown, boosting user satisfaction by 60%.
- Collaborated with Technical Program Managers to draft, update and remove the existing content of networking procedural documents across the globe.
- Created and updated Rackdoc architectural diagrams for networking devices.

Process Engineer | **Cyient Pvt. Ltd**
(Sep 2013 – July 2019)

- Created SOPs, and SoWs for client Pratt & Whitney Pvt. Ltd

Process Engineer | **Larsen & Toubro Ltd**
(July 2010 – June 2012)

- Created SOPs, and SoWs for technicians in a manufacturing plant

Honors & Awards

- Received associate of the year award for developing a plan to get the new project assignment from the existing client.
- Received two prizes in STC India Chapter 2020 Competition.