

Bharath Ramachandran

Software Technical Writer

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Professional Summary

Experienced technical writer with over 16 years in the IT/ITES industry, specializing in user and developer documentation, including APIs and SDKs. Skilled in Docs-as-Code practices and adept at creating clear technical documents. Capable of working independently and eager to learn new technologies.

Writing Samples

GitBook - <https://bharath-ramachandran.gitbook.io/br-writing-samples>

Website - <https://www.mydocsbase.com/>

Experience

Senior Technical Writer

Ninja Van (Remote) (Aug 2023 – Current)

- Lead the documentation function.
- Set and maintain documentation guidelines and processes.

Lead Technical Writer/Business Analyst

Agilysys, Chennai (Oct 2020 – June 2023)

- Led the business requirements process.
- Created epics, features, and user stories.
- Developed help articles, product, and API documentation.
- Participated in design and UX.
- Addressed customer change requests and enhancements.
- Collaborated with cross-functional teams.

Technical Content Writer

ATC, Chennai (Jan 2020 – Sep 2020)

- Gathered requirements for new product ideas.

- Worked with design/UX teams on wireframes and prototypes.
- Drafted product requirements and API documentation.

Freelance Content Writer

(Jun 2019 – Sep 2020)

- Wrote blogs and articles.
- Generated SEO and UX content.

Lead Manager – Content Development

Lumina Datamatics, Chennai (Jan 2019 – Jun 2019)

- Managed a team of content writers.
- Focused on SEO and academic content.

Content Writer

SPI Global, Chennai (Aug 2016 – Dec 2019)

- Developed IT academic content and API documentation.

Assistant Manager - Operations

TNQ Books & Journals, Chennai (Jun 2009 – Jun 2016)

- Managed web and publishing tool development projects.
- Interacted with customers and managed deliveries.
- Documented projects.

Customer Support Manager

Country Vacations, Anjuna - Goa (Jan 2008 – Apr 2009)

- Led the customer support team.

Customer Support Executive

Citigroup Global Services, Chennai (May 2006 – Dec 2007)

- Supported US Citibank customers.

Education

Mechanical Engineering

APEC (Anna University Affiliated)

2003-07

Skills

Technical

HTML, CSS, JSON, XML, JavaScript, VBA, PHP, SQL

Data Visualization

PowerBI, Tableau

Product Management

Jira, Azure DevOps, Confluence

Technical Writing

MS Office, MadCap Flare, Adobe RoboHelp, Oxygen XML Editor, DITA XML, API, AsciiDoc, Markdown, Confluence

Graphics

Canva, Snagit, Vidyard