

# Ravi Esakkiappan

## Senior Technical Writer / Documentation Lead

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### PROFESSIONAL SUMMARY

Accomplished Senior Technical Writing professional with over a decade of experience across fintech, corporate infrastructure, and educational sectors. Expert in structured authoring (DITA XML), Docs-as-Code workflows, and leading the end-to-end documentation lifecycle for highly complex software and hardware platforms. Proven track record collaborating closely with agile cross-functional teams—including developers, product managers, and customer support—to transform complex technical functionality into task-oriented, accurate, and concise customer-facing documentation. Possesses a strong analytical background with a Bachelor's degree in Mechanical Engineering and a dedicated focus on driving operational excellence and documentation accuracy.

### TECHNICAL SKILLS

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|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Core Authoring:</b>         | DITA XML, Oxygen XML Editor / Author, MadCap Flare, XMetaL Author, Tridion Docs, Confluence                                                   |
| <b>Docs-as-Code:</b>           | Markdown, Static Site Generators (MkDocs), Git, GitHub, GitHub Pages                                                                          |
| <b>UX &amp; Collaboration:</b> | Jira, UX Writing (UI microcopy, labels, alerts, in-app messages), Figma review                                                                |
| <b>AI &amp; Automation:</b>    | Microsoft Copilot (Accelerated Content Drafting), GitHub Copilot (Automated PR Reviews), AI Agent Workflows, Process Prototyping & Automation |
| <b>Publishing &amp; Media:</b> | Adobe Acrobat DC Pro, WebHelp, HTML, PDF, Image Capture Tools, PowerPoint, Camtasia                                                           |
| <b>Standards:</b>              | Microsoft Manual of Style (MSTP), Task Orientation, Visual Effectiveness Guidelines                                                           |

### PROFESSIONAL EXPERIENCE

#### NCR Atleos | Technical Writer

July 2023 – Present | Mumbai, India

- Interact proactively with Subject Matter Experts (SMEs), including software developers, product managers, sales, and customer support, to research and analyze software deliverables and system updates for GA releases.
- Author high-quality customer-facing documentation, including detailed User Guides, Release Notes, Technical Reference Manuals, and FAQs using simple, concise English.
- Spearheaded a complete migration of the legacy product documentation suite from Word templates to MadCap Flare and GitHub, enhancing single-sourcing and content retrievability.
- Integrated AI-driven workflows by utilizing Microsoft Copilot to accelerate text content generation, background research, and drafting turnarounds for complex manuals.
- Leveraged GitHub Copilot to streamline documentation Quality Assurance, performing automated Pull Request (PR) reviews to ensure technical accuracy and visual effectiveness in code-heavy updates.
- Prototyped AI-assisted processes to optimize information discovery, significantly reducing manual research effort and maximizing overall documentation development and maintenance efficiency.
- Investigated and successfully deployed AI-driven automation workflows, including intelligent, agent-based architectures tailored for automated technical data gathering and seamless content updates.
- Collaborated with Product Owners and Managers during Figma mockup reviews, contributing UX writing expertise to draft intuitive UI microcopy, alerts, and labels.
- Led end-to-end corporate rebranding of technical documentation, ensuring unified visual and tonal standards across the global product portfolio in adherence to MSTP.

## Lionbridge Technologies | Senior Documentation Lead

March 2017 – July 2023 | Mumbai, India

- Progressed through consecutive execution and leadership roles from Senior Writer to Documentation Lead and Senior Documentation Lead, managing documentation delivery for complex infrastructure suites.
- Authored complex internal and customer-facing documents, including Maintenance and Service Guides, Deployment Guides, and Release Notes for Server hardware/software and Network Switches.
- Developed deep product domain knowledge to write comprehensive technical documentation for Core and Edge Telco blueprint Network Functions Virtualization (NFV) solutions, rendering complex architectural terms easy to understand.
- Analyzed and restructured massive volumes of legacy content to achieve complete compliance with DITA XML architecture and client-specific style guides.
- Collaborated closely with global engineering teams and SMEs to resolve documentation queries independently while strictly meeting aggressive software release deadlines.
- Mentored junior writers and performed rigorous peer reviews, ensuring consistency, task orientation, completeness, and formatting excellence.
- Recognized with two Spot Awards and one Star Award for driving exceptional customer experiences through excellent documentation clarity.

## Gurukul Online Learning Solutions (GOLS) | Content Writer

June 2015 – January 2017 | Mumbai, India

- Designed and developed highly structured soft skill and professional induction modules for major enterprise and corporate clients (e.g., PNB MetLife, Canara HSBC, Alembic Pharma, Carrier Midea India, and Pernod Ricard India).
- Organized ideas clearly to translate intricate operational workflows into logical, simple, and visually effective technical materials.

## Praxis Interactive | Instructional Writer

November 2013 – May 2015 | Mumbai, India

- Authored structured educational lessons, learning content, and technical assessments for K-12 products, establishing a strong fundamental ability to simplify complicated concepts.

## PERSONAL PROJECTS

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### Technical Writing Portfolio Stack (<https://ravi-e.com/>)

Designed and deployed an independent personal documentation portal using a full Docs-as-Code workflow (MkDocs and Git) to show text samples and manage updates seamlessly via GitHub Pages.

## EDUCATION

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### Bharati Vidyapeeth College of Engineering, Kharghar

Bachelor of Engineering in Mechanical Engineering | Graduation: May 2012

## ADDITIONAL INFORMATION

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**Languages:** English, Hindi, Marathi, Tamil.

**Interests:** Fine-tuning self-assembled PC hardware for optimal execution, researching standalone/streaming performance on Meta Quest 3 VR, and analyzing EV technology.