
Ravi Esakkiappan

Senior Technical Writer | Documentation Lead Mumbai, Maharashtra | (+91) 9870884799 |

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PROFESSIONAL SUMMARY

Accomplished Technical Writing professional with over a decade of experience in the fintech, educational, and corporate sectors. Expert in structured authoring (DITA XML) and managing the end-to-end documentation lifecycle for complex software and hardware products. Proven track record of delivering high-quality user guides, release notes, and technical manuals.

TECHNICAL SKILLS

- **Authoring Tools:** MadCap Flare, DITA XML, Oxygen XML Author, XMetaL Author, Tridion Docs, Confluence
- **UX Writing:** UI microcopy, labels, alerts, and in-app messages.
- **AI & Automation:** Microsoft Copilot (Content Generation), GitHub Copilot (PR Reviews)
- **Documentation Standards:** Microsoft Style Guide (MSTP).
- **Version Control & PM:** Git, GitHub, Jira, Agile development methodology.
- **Publishing:** Adobe Acrobat DC Pro, WebHelp, HTML, PDF.
- **Multimedia:** Camtasia (Certification via online course), Adobe Acrobat DC Pro.

PROFESSIONAL EXPERIENCE

NCR Atleos | Technical Writer

July 2023 – Present

- Spearheaded the migration of the entire product documentation suite from legacy Word templates to MadCap Flare and GitHub, improving content single-sourcing and publishing efficiency.
- Integrated AI-driven workflows by adopting Microsoft Copilot to accelerate content drafting and research, significantly reducing turnaround time for complex technical manuals.
- Leveraged GitHub Copilot for automated Pull Request (PR) reviews, ensuring technical accuracy in documentation updates and maintaining high standards for code-heavy content.
- Led the end-to-end rebranding of all technical documentation to align with new corporate identity standards, ensuring visual and tonal consistency across the global portfolio.
- Author comprehensive User Guides, Release Notes, Technical Manuals, and Reference Guides in alignment with MSTP standards.
- Partner with developers to analyze feature updates, bug fixes, and system improvements for accurate documentation.
- Collaborate with POs and PMs to review Figma mockups, providing UX writing expertise to draft intuitive UI labels, alerts, and in-app messages.
- Maintain proactive communication channels across multiple project teams to align documentation with product roadmaps.

Lionbridge Technologies | Senior Documentation Lead

March 2017 – July 2023

- Progressed through successive leadership roles from **Senior Writer** to **Documentation Lead**, and finally **Senior Documentation Lead**, overseeing the delivery of complex technical suites.
- Authored complex Maintenance and Service Guides, Deployment Guides, and Release Notes for Server hardware/software and Network Switches.
- Developed high-level documentation for Core and Edge Telco blueprint NFV (Network Functions Virtualization) solutions, translating complex architecture into digestible technical manuals.
- Authored high-impact documents including Maintenance and Service Guides, Deployment Guides, and FAQs in multiple formats.

- Analyzed and restructured legacy content to ensure full compliance with DITA and client-specific style guides.
- Collaborated with global Subject Matter Experts (SMEs) to translate complex product functionality into user-friendly documentation.
- Mentored and trained junior writers, performing detailed peer reviews to ensure editorial excellence.
- **Awards:** Recipient of two Spot awards and a Star award for excellence in customer experience.

Gurukul Online Learning Solutions (GOLS) | Content Writer

June 2015 – January 2017

- Developed soft skill and induction modules for major corporate like PNB MetLife, Canara HSBC, Alembic Pharma, Carrier Midea India, and Pernod Ricard India.

Praxis Interactive | Instructional Writer

November 2013 – May 2015

- Authored educational lessons and assessments for K-12 products.

EDUCATION

- **Bachelor of Engineering (Mechanical)** Bharathi Vidyapeeth College of Engineering | May 2012

ADDITIONAL INFORMATION

- **Languages:** English, Hindi, Marathi, Tamil.
- **Interests:** Science fiction, tech news (The Verge, Hacker News), and emerging technology.