KAVYASHREE T

Lead Technical Writer | Platform Products | Enterprise SaaS | Cyber Security | AI Strategy
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Summary

Lead Technical Writer with **8+ years** of experience delivering enterprise **SaaS products** across **cybersecurity**, **cloud platforms, AI-driven solutions**, and **licensing systems**. Experienced in **creating user manuals, knowledge articles, SOPs, information architecture, defining product requirements, managing roadmaps, prioritizing backlogs, writing user stories**, and **partnering with engineering teams** to deliver scalable platform capabilities.
Strong background working with **APIs, system integrations, security workflows, compliance requirements, analytics platforms, and developer-facing products.** Skilled at translating customer and business needs into technical solutions, driving cross-functional collaboration, and delivering measurable business outcomes through data-driven decision-making.
Experienced in Agile environments collaborating with global stakeholders, engineering teams, UX designers, architects, and operations teams to launch and improve enterprise products used by global customers.

Skills

Product and Platforms:
Roadmaps · Backlog Prioritization · KPIs · Experimentation Systems · Analytics Platforms · Microservices · Agile Scrum · SAFe · Market Analysis

UX & Design: Wireframing · User Journeys · UX Writing · Microcopy · Usability · Design Systems

Data & Systems: Tracking Pipelines · Data Quality · Observability · Ingestion Workflows

Security & Compliance: Secure-by-design · Access Control · Audit Readiness · Governance Workflows

AI / GenAI: AI / GenAI · LLM Workflows · Content Automation · Prompt Design

Developer Experience & Documentation: Doc-as-Code · System Architecture · Proposal writing (RFP) · API/SDK/CLI Documentation · runbooks · UX Content

Tools & Technologies

Product & Collaboration: Jira · Confluence · GitHub · Quickbase · Lucen Software

UX & Design: Figma · Adobe XD · Adobe Illustrator · Coral Draw

Security: Splunk · Zscaler · ServiceNow

Documentation Tools:
DITA XML · Doc-as-code · Adobe FrameMaker · X-Metal Author · Adobe Captivate · Adobe RoboHelp · MadCap Flare · Oxygen XML · Swagger · Postman

Data & Analytics: Tableau · JSON · YAML · SQL · Qlikview · QuickSight · PowerBi · Hotjar · Power Apps development

Digital Asset Management (DAM): Adobe Experience Manager Assets (AEM) · Binder · Canto

Key Achievements

AI Tools Integration
Promoted adoption of GenAI tools across development workflows, improving productivity and reducing manual effort.

Optimized System Latency
Reduced platform latency by 40%, improving data tracking accuracy significantly.

Streamlined Workflows
Enhanced release workflows, resulting in a 25% reduction in deployment time.

User Journey Simplification
Translated complex workflows into intuitive user journeys and interfaces.

Enhanced Documentation
Created AI-friendly documentation enabling users to resolve issues independently, reducing support tickets by 30%.

Improved Dashboard Usability
Drove 50% improvement in dashboard usability by refining data governance practices.

Experience

MindTree — Bengaluru
Lead Technical Writer — 03/2025

- Owned User documents for Cisco License On-Prem.
- Define product requirements, user stories, and acceptance criteria for licensing and entitlement management capabilities.
- Partner with engineering teams to prioritize backlog items and deliver roadmap initiatives.
- Collaborate with architects and developers to support scalable licensing, entitlement management, and enterprise integration solutions.
- Work with APIs, licensing data models, and platform integrations to improve customer workflows and operational efficiency.
- Define KPIs and success metrics for adoption, usability, and platform performance.
- Improve tracking pipelines, data ingestion, and system reliability to support data-driven decision-making.
- Build dashboards for KPI visibility and operational performance tracking.
- Partner with engineering, security, and operations teams to deliver compliant, audit-ready solutions.
- Reduce support tickets by 30% and increase product adoption through workflow simplification and self-service improvements.
- Supported enterprise customer workflows by improving usability, documentation, and compliance alignment, leveraging GenAI-driven content and automation to enhance self-service and efficiency.

Experience

Accenture — Bengaluru
Technical Product Manager (Content creation) — 02/2022 - 03/2025

- Maintained documentation lifecycle and built unified UX content patterns.
- Led roadmap for experimentation and analytics platform used across 10+ teams.
- Led a distributed UX team (Costa Rica) to deliver wireframes, improving usability and adoption.
- Delivered **GenAI-powered** automation for PPT, RFP, and sales workflows.
- Improved turnaround time by 35% through workflow automation.
- Defined tracking standards and data governance to improve decision-making.
- Built observability dashboards to improve platform adoption and visibility.
- Coordinated across engineering, security, and product teams for release and compliance alignment.
- Built doc-as-code systems and structured documentation frameworks across teams.
- Reduced content duplication and improved discoverability and usability.
- Authored **RFP, HLD/LLD,** runbooks, and operational documentation for **security workflows**.

Schneider Electric — Bengaluru
Senior Technical Content Developer — 06/2021 - 02/2022

- Created and revised deliverables in an Agile environment.
- Enhanced team efficiency by streamlining documentation for smart grid and automation products in Agile teams.
- Reduced repeat support queries through structured self-service content.
- Built searchable content repository using LLM-based retrieval.
- Validated documentation through QA demos and cross-team reviews.
- Resolved documentation-related queries as a Customer Service Engineer.
- Created content repositories integrated with LLM for efficient keyword retrieval for customer and marketing escalations.

Capgemini — Bengaluru
Technical Writer — 11/2020 - 06/2021

- Developed and structured over 25 technical documents for enterprise applications, enhancing user comprehension by 30%.
- Standardized templates across 10 documentation projects, increasing consistency and usability by 40%.
- Improved content organization and discoverability, reducing onboarding time by 25% through optimized documentation.
- Collaborated with engineering teams on 15 product workflows, ensuring alignment and accuracy in technical documentation.
- Achieved 60% KB article reference rate by auditing 100+ support calls and collaborating with engineering and operations teams under the Kaizen project.

Amazon — Bengaluru
Selling Partner Support — 04/2019 - 11/2020

- Improved support operations efficiency by developing 5 SOPs to standardize procedures across vendor interactions.
- Engaged in collaborative projects with engineering teams
- Demonstrated ownership of every seller interaction to do make meet successful first-time resolution on all contacts
- Worked with multiple technology applications and features to resolve seller contacts
- Maintained a positive and professional demeanor always portraying the company in a positive light

Amazon — Chennai
Data Associate — 09/2017 - 04/2019

- Assisted in data management and reporting tasks for Alexa devices
- Supported team objectives in analytics and documentation
- Supported data annotation and quality validation for Alexa systems.
- Documented data workflows and edge cases to improve consistency.
- Collaborated with technical teams to streamline processes and reduce errors.

Education

SJCIT, VTU, India — India
Bachelor of Engineering in Information Science and Engineering — 07/2012 - 07/2016

Certifications

Comptia Security+ — Comptia.org, 2026

PRINCE 2 — Prince 2

AWS Certified AI Practitioner (AIF-C01) — Amazon Web Service, 2026

Certified Scrum Product Owner (CSPO) — Scrum Alliance, 2025

SAFe Product Owner / Product Manager (POPM) — Scaled Agile, 2025

GitHub Copilot fundamentals — GitHub, 2025

CCNA — Cisco Certified Network Associate certification , 2025

Languages

English
Full Professional Proficiency (C1)

German
Intermediate Working Proficiency (B1)