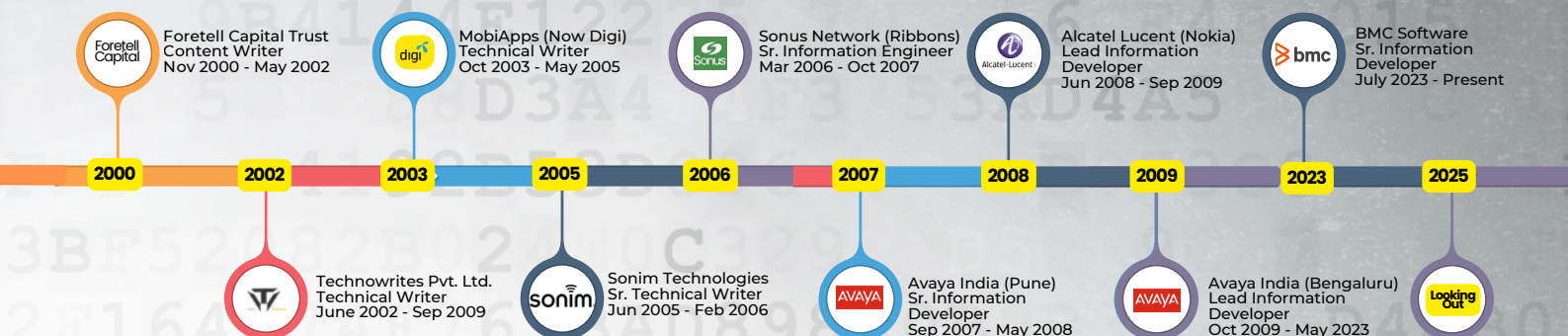


Career roadmap



Professional Experience

BMC Software

Lead Information Developer · Jul 2023 - Present · Bengaluru, Karnataka, India · Hybrid

BMC Helix Edge — Delivered/Public Work (July 2023 - July 2025)

- Developed end-to-end product documentation and interactive technical training for BMC Helix Edge, a SaaS-based IoT Edge platform incorporating AI/ML and data-assurance capabilities.
- Reduced R&D training time by 60% through structured documentation, web-based learning, micro-tutorials, and task-oriented multimedia.
- Produced release-aligned product guidance, video walkthroughs, and enablement resources for technical and internal audiences.
- Add the public BMC Helix Edge documentation link as a selected-work reference.

Current Pre-GA Product Portfolio (Aug 2025 - Present)

- Serve as the sole Information Experience Developer supporting four confidential pre-GA product initiatives.
- Architect a new documentation portal and establish the content structure, authoring standards, publishing model, and review workflows.
- Develop product documentation, release communications, newsletters, and an internal information website across the product portfolio.
- Coordinate content readiness and stakeholder review while protecting confidential product information before general availability.

Avaya India, Bangalore

Lead Information Engineer · Oct 2010 - May 2023 · 12 yrs 8 mos · Bangalore · Remote

Focused on documentation accuracy and user adoption modules.

- Led enterprise documentation portfolios for global CCaaS, contact-center, and unified-communications platforms.
- Governed multi-author documentation lifecycles across planning, development, technical review, localization, and release.
- Partnered with engineering, product management, QA, support, and enablement teams to maintain documentation accuracy and release readiness.
- Mentored writers and established reusable authoring, review, and content-governance practices.
- Managed complex, cross-functional documentation releases across distributed enterprise teams.

Alcatel-Lucent Enterprise (Nokia)

Lead Information Engineer · May 2009 - Sep 2010 · 1 yr 5 mos · Bangalore · Onsite

Collaborated on W-CDMA Information Products documentation.

- Authored and coordinated information products for W-CDMA architecture and enterprise telecom infrastructure.
- Translated system architecture and technical requirements into structured engineering documentation.
- Coordinated documentation planning, technical reviews, and delivery across engineering and product stakeholders.

Avaya India, Pune

Sr. Information Developer · Sep 2007 - Apr 2009 1.7 yr · Pune, Maharashtra, India

Authored documentation for a new call center product, from scratch.

- Authored the Avaya one-X Agent documentation suite from the ground up ahead of complete R&D delivery.
- Developed task-first user documentation that enabled product understanding and reduced downstream training effort by 70%.

Sonus Networks (Ribbons)

Sr. Information Engineer · Mar 2006 - Aug 2007 · 1 yr 6 mos · Bangalore Urban, Karnataka, India · On-site

- Independently learned product and technology, reducing SME dependency by 80%.

Sonim Technologies

Sr. Information Engineer · Jun 2005 - Feb 2006 · 9 mos · Bangalore · On-site

- Manage all end-user documentation for Sonim XP1 mobile phone. Manage all end-user documentation for Sonim XP1 mobile phone.

MobiApps (Digi International)

Technical Writer · Oct 2003 - May 2005 · 1 yr 8 mos · Bangalore · On-site

- Lead the documentation effort for all end-user documentation for user guides and online help system for m-Trak and m-100 products.

Technowrites India

Technical Writer · Jun 2002 - Sep 2003 · 1 yr 4 mos · Pune

- Handled various documentation assignments onsite (Kotak Mahindra, Strand Genomics, and Axies Technologies)

Foretell Capital Trust

Sub Editor · Nov 2000 - May 2002 · 1 yr 7 mos · Bangalore

- Formulated compelling content for a fast-paced environment, producing featured articles on cutting-edge technology trends that garnered a 50% increase in reader interaction and a 30% boost in organic search visibility.

