

Aravindan Srinivasan

Senior Technical Writer

Chennai, Tamil Nadu · [Phone] · [Email] · [Website or LinkedIn]

PROFESSIONAL SUMMARY

Technical writer with eight years of experience documenting APIs, SaaS products and developer tools. Turns engineering specs into clear guides, reference docs and release notes that reduce support load. Works in docs-as-code workflows with Markdown, Git and static site generators, and leads documentation standards across product teams.

SKILLS

API documentation · Docs-as-code · Markdown · Git · OpenAPI · Information architecture · Release notes · Style guides · Stakeholder interviews

EXPERIENCE

Senior Technical Writer — enterprise SaaS company in customer support software, Chennai
4 years · current

- Owns documentation for 14 public APIs, rewriting reference pages from OpenAPI specs with tested code samples in three languages.
- Restructured the help centre information architecture, lowering how-to support tickets by 22 percent over two quarters.
- Set up a docs-as-code pipeline with Git reviews so engineers can propose edits alongside feature pull requests.
- Leads a team of three writers, running weekly editorial reviews and maintaining the company style guide.

Technical Writer — global IT services company, Chennai
3 years

- Wrote installation and administration guides for a banking software suite deployed at client sites across Asia.
- Interviewed developers and testers each sprint to capture changes accurately in release notes.
- Converted legacy Word manuals into a searchable online knowledge base used by client support teams.

Content Writer — digital marketing agency, Chennai
1 year 2 months

- Produced whitepapers and case studies for B2B technology clients, each reviewed by subject experts before release.
- Edited junior writers' drafts for accuracy, clarity and client brand voice.
- Built a shared glossary of product terms for each client, keeping terminology consistent across blogs, brochures and web pages.

EDUCATION

B.E., Electronics and Communication Engineering — state engineering college, Coimbatore

Postgraduate Diploma in Mass Communication — state university, Chennai

Distance programme

CERTIFICATIONS AND REGISTRATIONS

- Certified Professional Technical Communicator (Foundation)
- Google Technical Writing One and Two courses

PROJECTS

- Developer quick-start revamp — cut average time to first successful API call for new users from hours to under 20 minutes

LANGUAGES

English · Tamil · Hindi