

AMOL REDIJ

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PROFESSIONAL SUMMARY

A CSPO-certified, expert Senior Technical Writer with 9.5 years of specialised technical writing experience in enterprise software environments. Expert in end-to-end documentation lifecycle management, API documentation, and cross-functional collaboration in Agile frameworks. Proven track record in Documentation as Code (DAC), DITA authoring, and creating multimedia technical content.

EXPERIENCE BREAKDOWN

9.5 years Technical Writing | 8.5 years Content Strategy & Digital Marketing |
18 years Total Professional Experience

PORTFOLIO LINKS

- **Customer Segmentation Analysis:** <https://github.com/peak15-consul/Customer-Segmentation-Kaggle> (RFM analysis of 541K transactions to segment 4,338 customers, proposing 15–20% churn reduction with BRD and visuals. Tools: Python, Colab.)
- **Markdown Table Converter:** <https://peak15-consul.github.io/table-converter/> (Basic tool for converting tables to Markdown, supporting DITA and complex formatting for Doc as Code workflows.)
- **CloudOps Manager Documentation:** <https://peak15-consul.github.io/Cloud-Infra-Management/> (Comprehensive documentation for CloudOps management, optimising technical workflows.)
- **Technology Blog:** <https://contentcognition.wordpress.com/> (Blog featuring tech insights and SEO-optimised content for thought leadership.)

CORE COMPETENCIES

- **Technical Writing & Documentation:** API Documentation • DITA Authoring • Documentation as Code (DAC) • Enterprise Software Documentation • User Experience Design
- **Tools & Technologies:** Git • VS Code • Oxygen XML Author • Atlassian Confluence • JIRA • Madcap Flare • Postman • Swagger
- **Content Creation:** Multimedia Technical Content • Video Documentation (Camtasia) • Interactive Content Design • Information Mapping
- **Methodologies:** Agile/Scrum • Cross-functional Collaboration • Team Mentoring • Process Optimization

TECHNICAL DOCUMENTATION EXPERIENCE

Technical Publications Professional (Full Time - Amdocs)

02.25 – 09.25

Role Focus: Technical Documentation & Process Innovation

- Lead end-to-end product documentation lifecycle using DITA authoring in Oxygen XML and Perforce version control.
- Develop comprehensive technical documentation, including user guides, developer/API guides, functional overviews, and release notes.
- **Key Achievement:** Developed a custom utility using Microsoft Copilot to bulk-migrate DITA files to Markdown format, enabling transition from traditional DITA authoring to Documentation as Code (DAC).
- Collaborate with cross-functional teams and implement documentation processes through Agile/Scrum workflows.
- Mentor junior technical writers and provide editorial guidance.

Technical Writer (Contract - Amdocs via ICTect Technology)

07.24 - 01.25

Role Focus: Documentation as Code Implementation

- Delivered comprehensive product documentation implementing Documentation as Code (DAC) methodologies.
- Utilised modern toolchain including VS Code, Markdown, Git, and GitHub Copilot for content creation and collaboration.
- Created structured, user-focused content for diverse audiences, including developers, customers, and support teams.
- Contributed to documentation strategy alignment with sprint timelines and release cycles.

Content Strategy Consultant (Freelance Projects)

01.22 - 03.24

Role Focus: Content Strategy & Marketing Content Design

- **Keypoint Technologies** (Client: Happiest Minds) - Created product feature documentation and marketing content
- **WianLeaf Global** (AI-based supply chain solutions) - Developed user-centric content strategy and web design consultation
- **XRevol Inc** (Robotics & AI automation) - Authored website content, product brochures, and blog content
- **Zipa World** (Logistics & freight management) - Website design analysis, SEO-focused content strategy, and blog writing
- **Biofuel Junction** (Agro waste & biofuel) - Design consulting for website content and marketing collaterals

Staff Information Developer (Contract - Veritas via Anlage Infotech) 05.19 - 10.19

Role Focus: Technical Documentation & Visualisation

- Delivered comprehensive technical documentation using topic-based authoring methodologies.
- Enhanced end-user understanding through visual aids and multimedia integration.

Staff Information Developer (BMC Software)

07.14 - 01.17

Role Focus: Technical Documentation & Multimedia Content Creation

- Crafted comprehensive technical documentation in collaboration with engineering and product management teams
- Specialised in video documentation creation using Camtasia - developed training videos and interactive multimedia content
- **Key Achievement:** Recognised for creating the maximum number of technical videos in the shortest duration using Camtasia and graphic design tools
- Enhanced user experience through in-app contextual help and rich media integration
- Mentored junior writers on multimedia content creation and best practices
- Implemented Agile documentation practices aligned with sprint cycles

Senior Technical Writer (Sungard Solutions)

10.12 - 02.14

Role Focus: Technical Documentation & Training

- Managed end-to-end technical documentation for complex application systems
- Created user guides, API documentation, and developer resources
- Conducted training sessions for technical writers on application tools and documentation standards
- Worked in an Agile environment with cross-functional teams using collaborative tools

Technical Consultant (Wipro Technologies)

02.07 - 05.12

Role Focus: Technical Documentation, Business Process Documentation, Training

- Lead technical writer responsible for comprehensive system documentation (3000+ pages).
- **Key Achievement:** Led turnover project for Service Desk documentation redesign, improving first-time resolution rates by 90%+.
- Created comprehensive developer guides and technical documentation for complex software platforms.
- Defined standardised processes for documentation projects across multiple teams and domains.
- Mentored technical writing team and developed content standards and processes.
- Conducted ITIL Foundation training sessions for technical writing best practices.
- Recognised with the **Emerging Leader Program** award for exceptional contribution to documentation process improvements.

ADDITIONAL PROFESSIONAL EXPERIENCE

Senior Technical Specialist (Incedo Technologies)

05.21 - 08.21

Role Focus: Proposal Content & Client Communication Strategy

- Collaborated with business development teams on proposal content and thought leadership materials
- Provided expert guidance on technical content design for customer-facing documentation
- Supported content strategy for client presentations and service offerings.

Senior Information Developer (Schlumberger)**06.17 - 02.18***Role Focus: Content Quality Assurance & Team Development*

- Mentored documentation team on multimedia integration and rich media usage.
- Implemented staff training programs using Information Mapping methodologies.
- Conducted quality reviews and editorial oversight for technical content.

Assistant Project Manager (Netramind Technologies)**02.05 - 01.07***Role Focus: Digital Marketing & Content Strategy*

- Led content strategy, SEO optimisation, and digital marketing initiatives.
- Managed content creation teams and implemented content frameworks.

Technical Writer (Illusions Online)**08.04 - 02.05***Role Focus: Web Content Specialist*

- Implemented HTML/CSS for website redesign and content presentation.
- Executed content design assignments with quality standards.

Web Developer (Schiller Healthcare)**03.01 - 07.04**

- Designed web-based applications and created user training materials.
- Maintained portals and developed user-friendly documentation.

EDUCATION

- Indian Institute of Management, Lucknow - Executive Program in Data Science (2024)
- Pune University - Bachelor's in Electronics Engineering (1999)

CERTIFICATIONS

- Certified Scrum Product Owner – Scrum Alliance (Aug 2025)
- Enterprise Design Thinking (Practitioner) - IBM (Jul 2023)
- Cloud Foundations - Great Learning (Sep 2021)
- Six Sigma Yellow Belt - 6Sigma Study (May 2021)
- Fundamentals of Digital Marketing - Google (Mar 2021)
- Introduction to User Experience Design - Georgia Institute (Mar 2020)
- ITIL V3 Intermediate - Service Transition, and Operational Support & Analysis (2010)