# Nawab Ahmad Reshi

**Technical Communication Leader | Documentation Systems, Automation & Artificial Intelligence Workflows**

I help teams turn complex products into documentation people can find, understand, and use, and I build the systems that keep it accurate and maintainable.

Over the past 14+ years, I've documented operating systems, security platforms, storage, networking, and enterprise integrations. Today, my work goes beyond writing: I design docs-as-code and Git workflows, automate publishing through Continuous Integration/Continuous Deployment, and use Artificial Intelligence to handle repetitive documentation tasks.

I've also built self-service support and ticket-automation tools that help users find answers faster, while giving documentation and support teams more time for work that requires context, creativity, and human judgment.

## Contact


**Address**
Bengaluru, Bengaluru Urban
560076

**Phone**
+91-9906855551

**E-mail**
Nawab2k26@gmail.com

**Website**
nawabahmadreshi.github.io/about/


## Core Competencies

*Structured Authoring, Version Management & Infrastructure Documentation*

- Use the latest Artificial Intelligence models and tools, including Large Language Models, agentic workflows, and Retrieval-Augmented Generation, on real documentation and support problems
- Rely on Artificial Intelligence coding assistants every day, for drafting, code review, testing, and content generation
- Write structured, single-sourced documentation, including with Darwin Information Typing Architecture (DITA)
- Keep multiple documentation versions in sync across product releases
- Bring User Experience (UX) writing and design thinking into both documentation and product interfaces
- Document storage, virtualization, and networking for infrastructure products
- Work closely with engineering and support teams to get documentation right
- Use GitHub and UNIX/Linux command lines as part of the daily routine
- Set up Continuous Integration/Continuous Deployment and Artificial Intelligence agents to automate documentation work
- Build interactive content: video walkthroughs and guided in-product tours
- Follow standards like the Microsoft Manual of Style

## Skills

- **Artificial Intelligence & Automation:** Machine Learning, Retrieval-Augmented Generation, Vector Databases, Artificial-Intelligence-Powered Search, Agentic Artificial Intelligence
- **Structured Authoring:** Darwin Information Typing Architecture/Extensible Markup Language, Single-Sourcing, Topic-Based Content, Madcap Flare, Docusaurus, Sphinx/Read the Docs, Static Site Generators
- **Application Programming Interface & Developer Documentation:** OpenAPI 3.0, Swagger, Redocly, Postman, Doxygen, DocFX
- **Document Generation:** Portable Document Format & Word Generation, Portal-to-Document Conversion, Sales & Technical Collateral Design, Interactive Content Development
- **Infrastructure:** Storage, Virtualization, Networking, UNIX/Linux Command-Line Interface, Amazon Web Services/Google Cloud Platform
- **Tools & Workflow:** Git/GitHub/GitLab, Markdown, Confluence, Jira, Agile, Zendesk/Mintlify, SNAGIT/Camtasia, A/B Testing, Microsoft Manual of Style, Release Notes, Version Management, Technical Project Planning
- **Design & Programming:** Figma, Draw.io, Photoshop, Visio, Miro, Notion, Technical Diagramming, Invision, Python, JavaScript, HyperText Markup Language 5/Cascading Style Sheets

# Work History

**2023-08 - Current**

## Lead Technical Communicator | Documentation Automation & Infrastructure

*Aquera Labs, Bengaluru*

- Set up documentation as code with Git and Continuous Integration/Continuous Deployment, so content ships and gets versioned the same way our software does
- Built a documentation system that lets us write once and reuse content across multiple products instead of duplicating it everywhere
- Automated Zendesk workflows and built Swagger-integrated self-service tools plus Artificial Intelligence agents to cut down repetitive support triage and publishing
- Designed a new documentation theme with the features teams actually expect now: search, versioning, and better navigation
- Wrote scripts to bulk-edit content across hundreds of topics instead of updating each one by hand
- Built Artificial-Intelligence-powered search using Machine Learning and vector databases (Retrieval-Augmented Generation), so people get a fast, relevant answer instead of digging through pages
- Kept multiple product versions and deliverable types straight across the documentation lifecycle
- Worked closely with engineering, product, and support teams across time zones to keep documentation accurate
- Produced interactive video content with voiceover to supplement written documentation

**2022-11 - 2023-07**

## Information Architect | Technical Documentation & Content Strategy

*Jio Platforms Limited, Bengaluru*

- Led technical writing team of 10 delivering documentation for complex, multi-system software across multiple versions
- Managed multiple versions of documentation topics and coordinated cross-team documentation efforts
- Created structured content for technical and non-technical audiences including guides and support documentation
- Implemented feedback from support teams and customers to continuously improve documentation quality

**2021-06 - 2022-08**

## Senior Technical Leader | Technical Writing & User Experience

*Eclipse Foundation | Huawei Technologies, Bengaluru*

- Created the documentation site for Eclipse Oniro using open-source tooling
- Standardized documentation practices and integrated accessibility features across multiple projects
- Introduced streamlined Git branching strategy improving collaboration efficiency by 25%
- Created reusable documentation templates, reducing content creation time by 40%

**2019-06 - 2021-05**

## Technical Writing & User Experience | Senior Technical Lead

*Samsung Research & Development Institute | Open Source Tizen Operating System, Knox, Machine Learning & Galaxy, Bengaluru*

- Developed a developer portal supporting full documentation versioning using Git
- Led global team of 16+ technical writers documenting complex storage, virtualization, and networking systems
- Managed documentation for multiple product versions (Tizen Operating System, Knox, Galaxy, Machine Learning) with single-sourcing approach
- Optimized documentation toolchains (Doxygen, DocFx) for multiple language Application Programming Interfaces and system architectures
- Built a custom codebase to integrate .NET Application Programming Interfaces into DocFX, enabling unified, cross-language Application Programming Interface documentation alongside C-based Application Programming Interfaces
- Developed release notes, Application Programming Interface documentation, and technical guides adhering to industry standards

**2018-03 - 2019-06**

### Senior Technical Writer & User Experience Specialist

*Compassites pvt Ltd. | Sunbird, Diksha Technical project, Bengaluru*

- Developed technical documentation for educational technology platforms
- Created support documentation and release notes for product features

**2013-01 - 2017-12**

### Technical Writer & User Experience Design Consultant

*STC Technologies | Learning Management System, Digital Signages, Data centers, networks*

- Developed technical documentation for Learning Management System, networking infrastructure, and storage systems using structured authoring
- Created system architecture documentation, configuration guides, and troubleshooting materials
- Maintained consistency in terminology and formatting across multiple product versions

**2011-01 - 2012-02**

### Software Engineer (Documentation)

*Karrox Technologies, New Delhi*

- Started as an intern and moved into a full-time role covering documentation and development support
- Developed technical documentation and Application Programming Interface guides for software products
- Assisted the development team with testing, bug tracking, and basic coding tasks alongside documentation work

## Projects

- **Artificial Intelligence Gateway**: *Node.js, multi-channel Large Language Model routing and Artificial Intelligence assistant infrastructure, including automated link checking, stale-content detection, and an in-portal support bot*
- **Zendesk Documentation Theme**: *Modern Zendesk theme optimized with state-of-the-art help center functionality (Artificial-Intelligence-powered search, versioning, structured navigation)*
- **Zendesk Translation & Format Converter**: *Python, Artificial Intelligence; converts Zendesk content into any output format with automated translation supporting Internationalization and Localization standards*
- **Samsung Developer Portal**: *Jekyll, GitHub Pages, Internet of Things/Tizen documentation, with full versioning support using Git*
- **Oniro Documentation Site**: *Eclipse Foundation; built using open-source tooling*
- **Zendesk Sentence Case Extension**: *Chrome Extension (Manifest Version 3), JavaScript*
- **Docusaurus Docs Site**: *Docusaurus, MDX, Industrial Networking documentation*
- **Network Monitor App**: *Flutter, cross-platform*
- **Zendesk-to-HyperText Markup Language Doc Generator**: *Python, documentation automation*
- **360 Insights**: *Analytics dashboard unifying Zendesk, Jira, and Customer Experience Portal data into a single view*
- **Portal-to-Document Converter**: *Deployed on Render; converts any web portal into Portable Document Format or Word output*
- **Aquera Hub**: *macOS, enterprise documentation*

## Education

**2009-01 - 2012-07**

### Master of Computer Applications

*Islamic University of Science & Technology - Pulwama*

**2006-01 - 2009-01**

### Bachelor of Computer Applications

*Amar Singh College | Kashmir University - Srinagar*

**2021-01 - Present**

### PhD Scholar: Computer Science | Internet of Things, Artificial Intelligence,

**Neural Networks, Machine Learning**

*Mewar University | Jawaharlal Nehru University - Delhi*

## Accomplishments

- TC World Keynote Speaker, Best paper Award.
- Python & User Experience design merit certificates
- Star of the year in Samsung R&D for my contribution to infra team.
- Best Innovation award in Eclipse Foundation.