Kenneth Rao

Senior Technical Writer | Bangalore, India | rao.kenneth@gmail.com | +91 9845077902 | **LinkedIn** | **Portfolio**

PROFESSIONAL SUMMARY

Senior Technical Writer with 15+ years of experience translating complex enterprise software into clear, accurate user documentation across AI/LLM, DevOps, EDA/semiconductor, cloud, and networking. Expert at building scalable documentation frameworks from scratch, enabling engineering organizations to efficiently maintain content with a lean writing team.

SKILLS

- **Technical Writing & Content Strategy:** Information architecture, audience analysis, single-sourcing, content reuse, style governance
- **User & Developer Documentation:** API references, installation guides, user manuals, tutorials, release notes, developer portals
- **Docs-as-Code & Static Site Generators:** Markdown, MDX, Docusaurus, MkDocs, Sphinx, reStructuredText
- **Structured Content & XML:** DITA, structured authoring, Oxygen XML Author, XMetaL Author, Adobe FrameMaker
- **Version Control & CI/CD:** Git, GitHub/GitLab, GitHub Actions, CI/CD pipelines, Perforce, SVN
- **Tools & Platforms:** Docker, Kubernetes, Azure, VS Code, Cursor, Confluence, Jira, AEM, Vale, Coveo Analytics
- **Domain Knowledge:** AI/LLM platforms, DevOps, semiconductor, cloud computing, networking, enterprise software

WORK EXPERIENCE

Synopsys | Senior Staff Technical Writer | Bangalore, India | Nov 2016 - May 2026

Developer Documentation Platforms: AI Gateway, ModernCICD, SynIDE

- **AI Gateway documentation platform:**
  - Planned and shipped a Docusaurus-based docs-as-code portal for AI Gateway product guides, developer workflows, and API reference.
  - Tested workflows, interviewed engineers, and authored documentation for LLM deployment, REST APIs, Docker, Kubernetes, and Azure.
  - Automated container-based publishing with GitHub Actions so release documentation stayed current with every build.
- **ModernCICD developer portal:**
  - Built an MkDocs portal for Synopsys DevOps and CI/CD workflows, release practices, and tool onboarding.
  - Standardized pipeline patterns, tooling guidance, and engineering best practices to reduce repeat support escalations.
- **SynIDE documentation framework:**
  - Turned scattered Confluence content for the internal Synopsys VS Code distribution into an MkDocs help site with clearer navigation and search.
  - Improved terminology and information architecture based on product and beta-tester feedback.
  - Earned a Synopsys award for contributions to the launch and adoption of SynIDE.
- Converted enterprise style guidance into custom Vale rules that improved consistency in local editors and pull request checks.

- Used VS Code and Cursor as authoring environments for AI-assisted drafting, review, terminology cleanup, and content refactoring.
- Worked with engineering, QA, product, and release teams to clarify vague inputs, verify accuracy, and align docs with changing builds.

EDA Tools Documentation & Migration Leadership

- Authored and maintained installation, user, release, and developer documentation for five EDA products: CATS, SmartMRC, ICV WorkBench, ICWB EV Plus, and TestMAX.
- **Supported a company-wide FrameMaker-to-Oxygen XML and DITA migration**, working with writers to convert legacy content, resolve issues with tool integration and help generation, and keep releases on schedule.
- **Contributed to Oxygen WebHelp adoption:** researched features, built publishing prototypes, and helped deliver an early WebHelp rollout that shaped HTML help practices across product lines.
- Produced online help with embedded videos and GIF walkthroughs to make complex product workflows easier to learn.
- Supported Git and GitLab migration, repository setup, branching, writer access configuration, and troubleshooting for 100+ writers; introduced file-locking strategies to prevent accidental commits.

Cisco Systems | Senior Technical Writer | Bangalore, India | Apr 2014 - Aug 2015

- Developed and maintained user documentation and publishing workflows for Cisco Energy Management.
- Tracked documentation deliverables in Agile sprints, coordinated reviews, and published release documentation on schedule.
- Updated documentation originally created in reStructuredText and Sphinx, improving consistency and clarity for each release.

NetApp | Technical Writer | Bangalore, India | May 2012 - Nov 2013

- Owned documentation end to end for Data Migration Release (DMR), NetApp Data Center Planner (NDCP), and Volume Transition Wizard (VTW).
- Updated user manuals, installation guides, quick-start guides, release notes, readme files, and product description pages for each release.
- Partnered with development, QA, and technical marketing teams in Agile cycles to document new features and resolve documentation gaps.
- Reviewed documents against product builds and cross-location feedback to improve accuracy and usability.

Symphony Services | Information Developer | Bangalore, India | Apr 2008 - Nov 2011

- Authored and updated feature documentation for multi-channel retail software releases.
- Converted API documentation to XML with in-house tools to support structured content reuse and automated publishing.

EDUCATION

Bachelor of Engineering, Mechanical | Sir M. Visveswaraya Institute of Technology | 2002 - 2006
Affiliated to Visveswaraiah Technological University, Belgaum, Karnataka

CERTIFICATIONS

- Crash Course on Python, Google (Coursera), [2020]
- Using Python to Interact with the Operating System, Google (Coursera), [2022]