Harsh Kanth

Lead Technical Writer / Content Designer / Document Owner

Let's connect:
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With 10 years of experience as a Lead and Senior Technical Writer, Content Designer and Architect, and Documentation Project Manager, I create content ecosystems that empower users and accelerate business goals. I specialize in crafting detailed user manuals, API documentation, training guides, and knowledge bases across web, B2B, and B2C landscapes, while leading cross-functional documentation teams. Passionate about the evolving digital world, I continuously integrate new technologies, best practices, and user-centered strategies into every documentation project.

Technical Writing Skills

- User Manuals
- Team Leadership
- API Documents
- Step-by-Step Guides
- End-to-End Documentation
- DevOps Documentation
- Cloud Documentation
- DITA
- JIRA
- Proofreading
- Editing
- How-To Guides
- SDLC
- SDKs
- Executive Summary
- Adoption Advisories

Websites, Portfolios, Profiles

- Portfolio Website: https://becdeg.com/
- LinkedIn Profile: https://www.linkedin.com/in/harsh-kanth-53974164/
- GitHub: https://github.com/harshkanth

Education

GYAN MANDIR PUBLIC SCHOOL | January 2019
- Scored 84% in CBSE boards with 95 marks in English.
- GPA: 84%

Accomplishments

- Created documentation of EXL's RPA platform from scratch, suggested the idea of online documentation and migrated it to online documentation through Markdown, GitHub, and VSC.
- Created several training modules, and recently created a whole training module on Fundamental of Technical Writing with videos for Board Infinity (Coursera).
- Restructured the documentation of Vision Group. Used content reuse strategies to save time and resources.
- Completed the Add Authentication section of the MS Teams Developer documentation platform
- Lead teams of Technical Writers, Trainers, and Analysts.

Work History

March 2025 - Current

Senior Technical Writer (Contract)

EXL Service, Remote

- This a two-month Contractual Position.
- Created the whole documentation online using Github, Markdown, Python, MK Docs, and other tools.
- Created user manuals, troubleshooting guides, and technical documentation for iBOT RPA applications.
- Collaborated with the RPA development team to document automation workflows and integration steps.
- Coordinated with SMEs, developers, QA teams, and project managers to ensure clear, concise, and accurate documentation.
- Created and maintained documentation for RPA-related tools and technologies (including automation, orchestration, and process management).
- Reviewed and edited the documentation created by other team members for quality and consistency.
- Provided Knowledge Transfer (KT) sessions on RPA concepts, documentation best practices, and tools.

- Application User Guides
- UX Writing
- Online Documentation
- Web Content
- Case Studies
- White Papers
- SOPs
- Business User Guides
- Technical Diagrams
- Structural Diagrams
- Workflow Processes
- Microsoft Manual of Style
- Markdown
- Apple Style Guide
- Google Developer Documentation Style Guide
- The Chicago Manual of Style
- Content Reuse Strategies
- CCMS
- Single-Sourcing

Tools

- Visual Studio Code
- Azure
- Jenkins
- Bamboo
- MadCap Flare
- Jekyll
- Confluence
- Adobe RoboHelp
- Adobe FrameMaker
- WordPress
- Microsoft Word
- MK Docs
- Docusaurus
- Figma
- Draw.io
- Lucidchart
- MySQL
- Oxygen XML

March 2023 – January 2025

Lead Technical Writer

OneShield India Pvt. Ltd., Remote

- Worked at the OneShield India Pvt. Ltd. as the Lead Technical writer.
- lead a team of technical writers and for the documentation and training.
- Created user manuals for applications, Metadata software application on Confluence, SharePoint, and Word.
- Created executive summary, advisories and release notes for releases.
- Worked on the JSON metadata applications.
- Created documentation for the in-house AI software.
- Documented and tested schemas (mostly XML).
- Reviewed the documents of my team members.
- Collaborated with Developers, QA teams, SMEs, Project/Product Managers, UI designers, and UAT teams to create user-friendly documents.
- Worked on CI/CD documentation with tools such as Jenkins, Bamboo, JFrog, Nexus, etc.
- Provided KTs to colleagues of the subject matters that are my area of expertise.
- Worked with the Core engineering team for documentation and business process flows.
- Worked with Camtasia and LMS for creating video training modules.

January 2022 - February 2023

Lead/Sr. Technical Writer/Document Owner and Proofreader

Vision Group Retail Technologies Pvt. Ltd.

- Joined Vision Group as a Lead/Sr. Technical writer/Document Owner.
- Took responsibility for every type of documentation.
- lead a team of Technical Writers and Business Analysts and reported to the Chief Product officer.
- Revamped the documentation process and introduced templates and styles.
- Created User Manuals for applications and servers/portals and ad-hoc documents.
- Created documentation for the in-house AI software.
- Created SDK guides, Step-by-Step feature guides, release notes, API guides, etc.

- JIRA
- Git
- GitHub
- Microsoft Visio
- Notepad++
- Adobe Photoshop
- Visual Studio
- AWS
- Adobe Acrobat
- Postman
- Swagger
- Ngrok
- BitBucket
- Notion
- Markdown
- Camtasia
- Canva
- Snagit
- LMS
- Google Docs
- Slack
- Trello
- Jfrog
- Nexus
- Loom
- DITA XML
- SharePoint
- Open API

Languages

- HTML
- CSS
- Python
- C++
- C#
- Java
- JavaScript
- Markdown
- SQL
- XML
- MATLAB

August 2021 - January 2022

Technical Writer, Tester, and Proofreader

Ushta Te Consultancy LLP at Microsoft

- Joined Ushta Te consultancy as a technical writer, Tester, and Proofreader for Microsoft.
- Worked on the Microsoft Teams documentation platform with Microsoft Style Guide.
- Created user-friendly developer documents by following the Microsoft style guide within the deadline.
- Created Step-by-step guides for developers/users.
- Collaborated with Microsoft developers for inputs and queries.
- Collaborated with Microsoft SMEs for project distributions, inputs, queries, and feedback.
- Tested and reviewed the documents with backend coding.
- Created SEO rich content for blogs and websites.
- Updated ADO for projects.

June 2019 - June 2021

Technical Content Writer, Editor, and Proofreader

PCC Softech Pvt. Ltd.

- Started working in PCC Softech as a Technical content writer, editor, and proofreader.
- Worked on websites of PCC softech, PCC Wireless, T-Mobile, and online education platforms.
- Created user manuals and step-by-step guides.
- Designed SEO-rich articles, blogs, and reports.
- Created descriptions for products and services.
- Created social media content on leading platforms.
- Case studies, white papers, and research writing.
- Collaborated with developers for input and feedback.
- Created content by following the Chicago style guide.
- Proofread articles, blogs, and documents.

April 2016 - June 2019

Content Writer, Technical Writer, Editor, and Proofreader (Freelance)

ShoutVox

- Joined ShoutVox in 2016 as a part-time remote writer.
- Created multiple articles, blogs, user manuals, case studies, white papers, and technical articles.

Content Writing Skills

- Articles
- blogs
- Content Architecture
- Content Designing
- Content managing
- Content review
- Content structure and styling
- Content writing
- Copywriting
- Creative writing
- Editing
- Proofreading
- Email marketing
- Ghostwriting
- Keywords
- SEO

Strengths

- Clear and concise
- Team player
- Communicator
- Affable with teams
- Multitasking
- Eye to detail
- Punctual
- User-centric approach
- Aim for the big picture, but make small goals

September 2018 - March 2019

Product Description and Review Writer (Contract)

Amazon

- Worked for Amazon.com as a freelance product description and review writer.
- Wrote crisp and eye-catching descriptions for products listed on Amazon.com.
- Wrote reviews for the products with real-time images.

September 2018 - March 2019

Technical Writer, Editor, and Proofreader (Freelance)

Fusioni Technologies

- Worked for Fusioni Technologies as a freelance technical writer.
- Created content for the website, products, and services.
- Researched on the latest tech and platforms, such as OTT development, IOS development, AI and ML, Iot, etc.

May 2018 - October 2018

Content Writer

BMW USA

- Worked with BMW USA as a freelance content writer.
- Create articles and blogs for the website.
- Created white papers and case studies on the automobile sector.

November 2017 - September 2018

Content Writer (Freelance)

Western Union

- Worked for Western Union as a freelance content writer.
- The key responsibility of my role was to create user-friendly and SEO-rich articles, blogs, and finance articles.
- Created content for the revamp of the Western Union USA website.

September 2015 - November 2016

Technical Content Writer (Contract)

Horizon Hobby LLC.

- Joined Horizon Hobby LLC., as a Remote technical content writer for their product line-up, ARRMA.
- Created articles, blogs, and user manuals for RC planes, cars, and trucks.
- Designed and structured the content for the website and products.