

# SOUVIK SARKAR

Senior Technical Writer

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## OVERVIEW

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Technical Writer with 8 years of experience documenting software and APIs for developers and administrators, backed by 4 years of experience as a developer. I develop deep technical content for an optimal developer experience using the docs-as-code paradigm and open-source tools.

## SKILLS

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<b>Programming</b>	C, Asm, Bash, Python
<b>Deployment</b>	Docker, Kubernetes
<b>Cloud</b>	Google Cloud Platform
<b>VCS</b>	Git (GitHub, GitLab)
<b>Markup</b>	AsciiDoc, DocBook XML
<b>Images/Diagrams</b>	Inkscape, Mermaid.js
<b>Code/Text Editors</b>	VS Code, Vim, Emacs

## EMPLOYMENT

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### SUSE

March 2023 - Present

*Senior Technical Writer*

- Maintain the SUSE Linux Enterprise guides for performance tuning, virtualization, security, and compliance certifications.
- Research, plan, and contribute to transitioning from monolithic guides to topic-based modular documentation for SUSE Linux Enterprise.
- Collaborate with engineers, release managers, and product managers to realign the SUSE Linux Enterprise documentation with the upstream OpenSUSE documentation.
- Interface with the support engineering team to reinforce existing documentation and create client-specific knowledge base articles.
- Participate in peer reviews and mentor new technical writers in the team.
- Technologies/Tools: SUSE Linux Enterprise, OpenSUSE Leap, Bash, Python, DocBook XML, AsciiDoc, GitHub, VS Code, SUSE style guide, JIRA, Confluence Wiki, Slack.

### Red Hat

November 2020–March 2023

*Senior Technical Writer*

- Lead documentation efforts for OpenShift CI/CD Pipelines, including triaging issues, creating documentation plans, and deciding content strategy.
- Participated in peer reviews of documents for other products and mentored new technical writers in the team.
- Collaborated with content strategists and product managers to realign product documentation with upstream documentation.
- Interfaced with the support engineering team to reinforce existing documentation and create client-specific knowledge-base articles.
- Data analyzed to improve documentation coverage, flow, architecture, findability, and accessibility.
- Technologies/Tools: Fedora Linux, Docker, Kubernetes, Golang, Node.js, Bash, AsciiDoc, Markdown, Lucidchart, GitHub, VS Code, Atom, IBM style guide, JIRA, Trello, Tableau, Google Sheets, Slack.

**Ribbon Communications**

January 2019–November 2020

*Senior Technical Writer*

- Lead documentation efforts for SBC Core, resulting in improved customer satisfaction ratings.
- Developed documents such as CLI reference and REST API user guide.
- Participated in peer reviews of documents for other products and mentored new technical writers in the team.
- Collaborated to revamp the internal style guide for easier onboarding of new technical writers.
- Technologies/Tools: Proprietary networking and telecom hardware, Debian Linux, C++, Bash, Open-Stack, AWS, Confluence Wiki, Snagit, Microsoft style guide, JIRA.

**FusionCharts (Infosoft Global Pvt. Ltd.)**

March 2018–January 2019

*Technical Content Writer*

- Developed and reviewed sample applications, code snippets, and content for developer documentation.
- Implemented automation scripts to improve the operational efficiency of pre-release workflows.
- Worked with the engineering and marketing teams to create and publish technical articles on third-party websites and blogs.
- Technologies/Tools: macOS, JavaScript (Node.js, Vue.js, React.js), Markdown, Lucidchart, Google Style Guide, GitHub, Trello, Slack.

**Tata Elxsi**

June 2016–March 2018

*Consultant Technical Writer**Contractor for Ribbon Communications*

- Created and maintained Quick Start tutorials, API guides, User guides, and Release Notes.
- Technologies/Tools: Proprietary networking and telecom hardware, Debian Linux, Confluence Wiki, Snagit, Microsoft style guide, JIRA.

**Agaze Technologies**

September 2015–May 2016

*Software Engineer*

- Developed internal and client-facing applications, focusing on back-end implementation.
- Technologies/Tools: Ubuntu Linux, Python (Django, Flask), PostgreSQL, JavaScript (Node.js, React.js), Google Cloud Platform (App Engine).

**Freelance/Self-employed**

July 2012–August 2015

*Web Developer*

- Developed websites, administered systems, and wrote technical content for blogs as a ghostwriter.
- Technologies/Tools: Ubuntu Linux, Python (Flask), MySQL, JavaScript.

**RECOGNITIONS**

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**Red Hat** - Several peer-to-peer awards from team members (including engineering) for collaboration and commitment to excellence.

**Ribbon Communications** - Motivate Award (2019-2020) for extraordinary performance.

**Tata Elxsi** - Customer Appreciation Award (2016-2017) based on client recommendation.

**EDUCATION**

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**Bachelor of Technology**

2014

*Applied Electronics and Instrumentation Engineering**West Bengal University of Technology*