

Priya Dalvi

Technical Writer | Developer Docs | Author of [this](#) book

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Skills

Technical Writing & Content Design

- Developer & DevOps documentation, Knowledge Center websites – Cloud, Kubernetes & Containerization, API documentation, UX writing, information architecture, content design & strategy.
- Code reading for accurate documentation of workflows and deployments.
- Independent planning, research, fact-checking, proofreading, and mentoring peers.
- Cross-functional collaboration with engineers, designers, and product stakeholders in agile.

Tools & Technologies

- **Authoring:** DITA XML – Oxygen Author, Adobe Experience Manager, MadCap Flare, Adobe RoboHelp, Framemaker, Confluence, Visual Studio Code, GitHub Pages, WordPress, Drupal, Swagger/OpenAPI
- **Design & Video:** Camtasia, Figma, SnagIt, Draw.io, Canva, Adobe Illustrator (basic)

Languages & Markup

- HTML, XML, Markdown, CSS, YAML P5.js, JavaScript (basic)
- SQL, C, C++, Java, Python (can read and document code)

Work Experience

IBM India

Dec 2021 – Present

Content Designer – DevOps, Cloud & Kubernetes

- Created client-facing DevOps documentation involving source code, YAML files in Visual Studio Code, Kubernetes commands, and Red Hat OpenShift, reducing deployment errors and support queries by 25%.
- Created multi-platform database configuration guides (DB2, Oracle, PostgreSQL) for IBM Sterling Order Management on-premises container offering.
- Redesigned information architecture and content strategy of existing documentation to enhance discoverability and user navigation.
- Led the migration from Oxygen XML Author to Adobe Experience Manager, including handling complex Git repositories, resolving migration challenges, and conducting onboarding sessions for new joiners.

Cybage Software

Mar 2019 – Nov 2021

Information Developer – APIs & Online Help

- Produced in-app online help for a fleet management tool, resulting in a 20% increase in user self-service.
- Authored and structured developer-facing API documentation with Swagger/OpenAPI.
- Developed how-to guides, technical blogs, what's new, release notes and related technical artifacts.

Nuance communications (now Microsoft)

Oct 2015 – May 2018

Technical Writer – Healthcare Tech

- Developed software documentation for a medical coding platform.
- Researched technical workflows, validated data with SMEs and cross-functional teams.
- Partnered with business analysts to align Functional Design Docs with evolving engineering requirements.

Sagitec Solutions

Sep 2014 – Aug 2015

Technical Writer – Developer Tools

- Planned, documented key features, training manuals about an internal design tool used by developers.
- Created administrative and troubleshooting guides that helped technical users get started faster.

Riverside Multimedia

Mar 2013 – Aug 2014

Technical Writer & Proofreader – Software Products

- Created marketing and technical content for multimedia tools and software products.
- Led content review and proofreading to ensure accuracy and quality across all deliverables.

Educations

- [MBA in e-Business](#) (Executive) – Mumbai University – 2017 – [70%](#)
- [B.E. in Information Technology](#) – Goa College of Engineering – 2012 – [72%](#)

Awards & Recognition

- [IBM Content Champion \(Q4 2024\)](#) – For revamping Information Architecture and redesigning existing docs.
- [IBM Performance Equity Award \(2024\)](#) – For content excellence and SME collaboration.
- [Asia Inspiration Award'18](#) – For publishing a [youth oriented book](#), speaker at South Asia Summit, Sri Lanka.
- Published short story in [A Jar of Stories](#).

Certifications

- [Swagger/.NET Web API Documentation](#) – O'Reilly
- [Camtasia Video Creation](#) – Udemy
- [IBM Enterprise Design Thinking](#) (Practitioner & Co-Creator)
- [IBM Generative AI and User Research Fundamentals](#)
- [AI in Everyday Life](#) – Copenhagen Institute of Interaction Design