

# Priya Dalvi

Senior Technical Writer / Content Designer

11+ years in Software Documentation | Container Documentation | API & Developer Docs

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## Objective

Senior Technical Writer with 11+ years of experience in software documentation, API writing, and containerization. Passionate about creating clear, impactful content that simplifies complex technologies for developers and users.

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## Skills & Expertise

### Technical Writing & Content Design

- Expertise in **planning, writing, and maintaining** technical documentation for **software products, APIs, and Cloud/Container services**.
- Strong **research, fact-checking, proofreading, and editing** skills.
- Experience in **information architecture, content strategy, user journey mapping, and developer onboarding documentation**.

### API & Developer Documentation

- Created **RESTful API documentation with Swagger/OpenAPI/Swashbuckle**.
- Familiarity with **GraphQL and microservices architecture** documentation.

### AI/ML Documentation

- Worked on, tested, and created content for IBM Watson—an AI-based service.
- Completed **IBM's Generative AI and User Research Fundamentals** training.

### Cloud & Containerization Documentation for DevOps

- Developed **cloud-native containerization documentation** for **DevOps environments** on **Red Hat OpenShift and Kubernetes**.
- Documented deployment workflows and architecture.

### UX Writing and Walkthrough Documentation

- Crafted microcopy, tooltips, and UI text to enhance user interactions.
- Designed **interactive WalkMe tours** to improve user adoption.

## Agile & Collaboration

- Worked in Scrum environments with engineers, designers, & product teams.
- Proficient in tools like **JIRA, Confluence, and GitHub** for documentation tracking.

## Tools & Technologies

### Authoring & Documentation

- **Oxygen XML, MadCap Flare, Adobe RoboHelp, DITA XML, Markdown**
- **Swagger, JIRA, GitHub Pages, Jekyll**
- **Atlassian Confluence, Microsoft Office, WordPress**

### Programming & Scripting

- **DITA, HTML, XML, CSS, YAML, JavaScript, P5.js**

### Visual & Video Documentation

- **Camtasia, WalkMe, SnagIt, Draw.io, Figma, Mural, Canva, Adobe Illustrator (basic)**

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## Work Experience

### IBM India Pvt. Ltd (Pune)

*Content Designer (Band 7b) | Dec 2021 - Present*

- Developed cloud-native containerization documentation for DevOps on Red Hat and Kubernetes.
- Designed API documentation with Swagger/OpenAPI integration.
- **Led information architecture and content strategy**, optimizing documentation workflows and improving discoverability for developers.

### Cybage Software Pvt. Ltd (Pune)

*Senior Information Developer | Mar 2019 – Nov 2021*

- Developed Online Help for a web based fleet management software.
- Created conceptual, how-to, user manuals, API documentation with SwaggerUI.

### Nuance India Pvt. Ltd (now Microsoft, Pune)

*Senior Technical Writer | Oct 2015 - May 2018*

- Documented release notes, training manuals, and technical blogs for a medical coding solution.
- Collaborated with business analysts to update Functional Design Documents (FDDs).

## **Sagitec Solutions Pvt. Ltd (Pune)**

*Technical Writer | Sep 2014 - Aug 2015*

- Worked on an in-house design tool, documenting features for improved usability.
- Created user guides, developer documentation, and software release notes.

## **Riverside Multimedia, Pune**

*Technical Writer, Proofreader, Quality Analyst | Mar 2013 - Aug 2014*

- Developed and edited content for multimedia and software products.
  - Conducted quality analysis and proofreading to ensure content accuracy.
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## **Education**

- **MBA e-Business (Executive Learning)** – Mumbai University, India (2017) – 70%
  - **B.E. Information Technology** – Goa College of Engineering, Ponda (2012) – 72%
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## **Certifications & Trainings**

- IBM Generative AI and User Research Fundamentals
  - AI in Everyday Life workshop – Copenhagen Institute of Interaction Design
  - Hands-on .Net Web API Documentation (Swagger/Swashbuckle) – O'Reilly
  - Camtasia Video Creation – Udemy
  - IBM Enterprise Design Thinking Practitioner and Co-creator
  - Certified Trainer in Coaching & Leadership - [Arfeen Khan](#) Mentorship Program
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## **Publications & Speaking Engagements**

- **Author:** [What About PASSION?](#) (Available on Amazon)
  - **Speaker & India representative** at [South Asia Youth Summit](#), Sri Lanka (2018)
  - **Published short story** in [A Jar of Stories](#), (Available on Amazon)
  - **Delivered talks and workshops** at colleges and youth gatherings
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## **Personal Details**

- **Languages:** English, Hindi, Marathi, Konkani
- **Current Location:** Pune, India