

NAVEEN KARUNAKARAN

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9+ years of experience,
the last 5 focused on
API documentation.

WORK

Senior Technical Writer

commercetools · Berlin, Germany
March 2021 - Present

- Owned the documentation across three product areas, covering API reference, tutorials, how-to guides, and conceptual documentation.
- Partnered with engineering, product, and support to close content gaps and reduce support tickets on documented topics.
- Introduced AI-assisted review checks to cut manual review time and enforce consistency across a large content surface.
- Led UX-writing improvements to interface microcopy, partnering with designers to standardize terminology and improve comprehension.
- Onboarded and mentored new technical writers, establishing shared standards and accelerating ramp-up.

Technical Writer

Temenos · Chennai, India
September 2019 - February 2021

- Established initial documentation for a new product area, working with subject matter experts to define structure, terminology, and content scope.
- Authored functional specification and API reference documentation for developer audiences, partnering with engineering to ensure technical accuracy.
- Audited and revised legacy documentation to simplify complex technical concepts, improving clarity for end users.

Technical Writer

Wipro · Chennai, India
June 2018 - August 2019

- Produced 300+ SSO and networking configuration guides as sole technical writer, covering setup, integration, and troubleshooting.
- Designed and implemented a standardized template system to ensure consistency across all configuration guides, reducing authoring time.

Technical Writer

Cognizant · Chennai, India
March 2015 - August 2016

- Produced online help, end-user guides, system manuals, and dynamic PDFs for enterprise clients including TD Bank and Schneider Electric, adapting content to varied audiences across banking and industrial sectors.
- Reduced reading grade level of end-user manuals from 17 to 9 using Flesch-Kincaid readability principles, improving comprehension for non-expert users.

SKILLS

Workflow & process

Docs as code
Git/SVN
JIRA
Diátaxis framework
UX writing

Markup languages

XML
HTML
JSON
YAML
MDX/Markdown

API & developer tools

OpenAPI/RAML
Postman
GraphQL (basics)

Documentation tools

MadCap Flare
FrameMaker
RoboHelp
Confluence

Design & media tools

Figma
Miro
InDesign
Camtasia
Captivate
Visio
Mermaid

EDUCATION

Bachelor's in Mechanical Engineering

SKCET · Coimbatore, India
July 2010 - April 2014