

NIGILYA MALAR MANI

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Permanent Resident of Canada | Eligible to Work in Canada

About Me

Senior Technical Writer with 8+ years of experience developing high-quality product documentation for software applications across internal and external audiences. Proven ability to collaborate with product, development, and client-facing teams to deliver user guides, reference documentation, and example tutorials. Strong expertise in XML-based authoring, structured documentation, and content optimization, with demonstrated success improving customer engagement metrics. Adept at building subject-matter expertise in complex systems and translating functionality into clear, accurate, and user-centric content. Experienced in Agile environments and committed to producing accurate and consistent documentation.

Experience Summary

The following is a summary of my technical expertise:

- **Other Roles:** Software Tester, Business Analyst
- **Domains:** Telecom, Operations Research, Automotive
- **Authoring Tools & Markup Languages:** Adobe Robohelp, Adobe Framemaker, Oxygen XML Editor, XML, HTML, CSS
- **Other Tools:** Microsoft Word, Microsoft Excel, Microsoft Power Point, Confluence, Snagit, Paint, Camtasia
- **Platforms:** Linux, Windows 10, Windows 7, Windows 98
- **Standards:** DITA
- **Skills:** Good communication skills, Ability to research and understand a topic, Engaging writing style, Enjoys English grammar and words, Ability to work as both an individual contributor and team player

Education

Bachelor of Technology, Information Technology

SSN College of Engineering, affiliated to Anna University, 2007-

2011 Chennai, Tamil Nadu, India

CGPA : 8.0/10.0

Master of Science, Computer

Science

Clemson University, 2011 - 2013

Clemson, South Carolina, U.S.A

CGPA : 3.2/4.0

Work Experience

1. Role: Senior Technical Writer, MathWorks

Bengaluru, India

July 2021 – February 2026

Key Responsibilities and Achievements

- Gathered information needs, relevant to a certain feature in the SimEvents or RoadRunner Scenario areas, from multiple sources such as usability testing, customer feedback surveys, and community forums.
- Translated information needs into documentation requirements (DocR) for content improvement projects.
- Analyzed documentation performance metrics and customer feedback data, and increased ratings by an average of 30% across three example pages.
- Collaborated with cross-functional product and development teams to author feature documentation.
- Reviewed all user-visible text such as error messages, UI text, and MATLAB file help in products.
- Engaged in Search Engine Optimization, and other content improvement techniques to increase customer engagement.

2. Role: Intermediate Technical Writer, Innovatia (deployed at Cisco Systems India)

Bengaluru, India

September 2020 – February 2021

Key Responsibilities and Achievements

- Collaborated extensively with members of the development, product management and architectural teams to discuss features, concepts, and other additions to Cisco documentation.
- Strategized the outline, organization, tone, and content for Cisco software product updates and guided draft content through required approval processes.
- Handled documentation changes for the existing user manuals, administration guides, configuration notes, and solution design guides. Ensured that content was filtered properly to the appropriate channels using feature IDs. Published changed guides to the public Cisco Website.
- Formulated content from the ground-up for sprint demos and client trials (EFTs).
- Provided subtext for visible UI components

3. Role: Technical Writer, Mitel

Bengaluru, India

January 2018 – September 2020

Key Responsibilities and Achievements

- Communicated with the Research and Development team to understand upcoming additions to the product.
- Designed scalable information architecture for user help guides and technical manuals, improving content navigation and usability across digital platforms.
- Quickly built subject-matter expertise in complex enterprise software modules to deliver accurate documentation within tight release timelines.
- Authored technical content relating to MiVoice Business including concept introductions, procedures and troubleshooting steps with a sharp focus on clarity and consistency.
- Resolved incoming documentation bugs in existing product features.

4. Role: Software Tester, VMWare AirWatch

Bengaluru, India

August 2015 – November 2017

Key Responsibilities and Achievements

- Created bugs for the Chromebook management and Email Notification Service projects, and tested fixes provided by the developer. Performed regression, smoke, acceptance, and integration testing before the release of the product to our customer base.
- Worked to proactively identify and document test cases clearly, with the help of test case management software (HPQC), for thoroughly tested upcoming user stories/new features that were being planned for these modules.
- Held daily standups in the role of a SCRUM Master, where various members of the team exchanged dialogue regarding progression of the sprint, any issues that were hindering them and how best to improve efficiency of execution. Recorded the progress of implementation and filtered important information to higher levels of management

5. Role: Business Analyst, VMWare AirWatch

Atlanta, GA

April 2014 - August 2015

Key Responsibilities and Achievements

- Analyzed market needs, customer requirements and competitor matrices for the ChromeOS module to build use-cases and stories to be worked on by the development team, that formed the foundation for the management of this platform.
- Organized Agile sprints and held daily calls to drive the development of these features.
- Acted as the final point of decision, for any questions on issues/barriers/escalations impeding the progress of the development team.
- Held meetings with potential customers to showcase newly created features/capabilities of the current product.

6. Role: Implementation Consultant, VMWare AirWatch

Atlanta, GA

May 2013 - April 2014

Key Responsibilities and Achievements

- Scheduled calls with AirWatch clients to upgrade their environment. Dealt rapidly with any technical problems that cropped up during and after the upgrade.
- Worked with 50+ clients on the Windows Mobile migration project that involved updating the outdated Athena management agent to the latest AirWatch agent while ensuring that crucial customer operations were not disrupted.
- Created feature walkthrough videos and demo materials to support product releases and customer trials.
- Worked with end users of the AirWatch MDM Software to identify technical/network issues and bring them to resolution.
- Put in feature requests for the AirWatch device management software to be reviewed by the Product Management team, based on the analysis of incoming technical complaints by clients.