Abrar Syed

Senior Technical Writer

Chennai, India | abrar.techwriter@gmail.com | Portfolio | LinkedIn

ENTERPRISE DOCUMENTATION | DOCS-AS-CODE | AI WORKFLOWS

Technical communication professional with experience across enterprise software, financial services, and automation. At Appian, I work with product and engineering teams to structure documentation around user tasks and write guidance for users and administrators. I mentor writers and develop the standards and AI-assisted workflows we use to draft and review content.

14+ years in technical communication	6 Appian solutions supported	26 AI processes developed

CURRENT EXPERIENCE

Appian

Senior Information Developer II | May 2024 to present | Chennai

- **Requirements Management ↗** | Lead documentation for federal acquisition workflows, including SharePoint sync and document lifecycle rules. Also lead documentation for Appian Adapter for Swift and Award Management, where I restructured the guidance.
- Led Contract Lifecycle Management documentation from inception for one year, then trained a successor and stayed as backup. Led Government Source Selection for two years before taking on Award Management.
- Developed 26 AI processes using approaches such as Kiro steering files and hooks, a review extension, and Gemini Gems. Use Model Context Protocol (MCP) connections for authoring context.
- Authored the solutions documentation template, shared AI steering framework, and AI and RAG writing guidance. Contribute to style standards and retain human review of AI-assisted content.
- **Editorial review extension** | Defined scope and functional requirements with engineers, led functional testing, and translated writer feedback into priorities for the VS Code extension.
- Work with product, engineering, QA, and UX on user tasks, technical accuracy, structure, and interface wording. Mentor writers in Docs-as-Code, solution knowledge, and AI workflows across concurrent releases.

CORE CAPABILITIES

Documentation | Enterprise authoring, Information architecture, structured content, RAG and editorial standards

Ways of working | Docs-as-Code, lifecycle management, AI-assisted authoring, technical mentoring

Related disciplines | Process analysis, business analysis, instructional design

AI toolkit | Kiro, Gemini, Amazon Q, NotebookLM, ChatGPT, MCP connections, Google Workspace

TOOLS AND TECHNOLOGIES

Authoring and publishing | VS Code, Markdown, Git, GitLab, GitHub, Oxygen XML Editor, SharePoint, Confluence, Microsoft Office.

Visual and learning content | Adobe Captivate, Snagit, Vyond, Clipchamp, Audacity, Visio, Lucidchart.

Experience, in context

Technical writing across products, services, financial systems, and automation.

WonderBotz

Lead Technical Writer | March 2021 to April 2024 | Chennai

- Managed documentation for three RPA product lines with architects and subject-matter experts, covering installation, configuration, troubleshooting, and user guidance.
- Helped establish a documentation lifecycle and style guide, coordinating discovery, technical review, user testing, approval, and publishing.
- Created process and solution design templates, operational handbooks, and client knowledge bases. Documented UiPath Document Understanding and A360 custom packages; supported UI wording and proposals.

Equiniti

Senior Technical Writer | February 2017 to February 2021 | Chennai and UK onsite

- Developed context-sensitive help for internal financial ombudsman applications and incorporated usability feedback.
- **Induction courses** | Designed financial services and compliance lessons in Adobe Captivate using simulations, video, and assessments. Also developed policy and product training.
- **Customer Management System (CMS)** | August 2018 to September 2019. Mapped UK workflows onsite, wrote the business case for budget approval, and developed user stories and functional requirements.
- Supported the Program Manager through delivery of the CMS application, which saved 8 FTE in effort and reduced complaint-processing time by 30%.
- Mentored an operational analyst into a technical writer; created wireframes and mockups for proposed application changes.

ADP

Technical Writer | March 2016 to February 2017 | Chennai

- Created guides, videos, and walkthroughs for two payroll products. Developed service catalogues and supported competitor analysis.
- Worked with business analysts and testers on test strategies and plans.

Tata Consultancy Services

Technical Writer (IT Analyst) | September 2011 to February 2016 | Chennai

- Maintained documentation for approximately 500 banking applications over more than four years with US-based subject-matter experts.
- Managed SharePoint review, publishing, and maintenance; reviewed peer content, updated legacy guidance, and supported anti-money-laundering learning content.

ABRAR SYED

Recognition & credentials

Awards, education, professional learning, and contributions beyond the role.

RECOGNITION

Appian

Top Talent Award | December 2025. Recognized for technical quality, leadership, and delivery of strategic initiatives.

First place, Appian Hackathon | December 2025. Led the team behind Amazon Q for Content Refactoring, automating documentation updates for six government solutions.

Commitment to Product Enablement Award | June 2025. Recognized for managing three simultaneous release cycles and driving Docs-as-Code adoption.

Second place, Appian Hackathon | June 2025. Developed the Gemini-powered Solutions Use Case Builder to reduce government use-case drafting time.

Equiniti

Icon | September 2019. Recognition for the CMS business proposal and business requirements.

Marathon Learner | June 2019. Highest learning competency through internal technical and soft-skills assessments.

Tata Consultancy Services

On the Spot | September 2015. Resolved customer-identified documentation issues within 80% of the allotted time.

Service and Commitment | September 2014. Three years of consistent quality and documentation-lifecycle adherence.

Certificate of Appreciation | December 2013. Resolved year-end reporting and documentation issues for Motorola Solutions.

Best Team | November 2012. Team recognition for on-time documentation delivery over 12 months.

EDUCATION

Bachelor of Technology in Electronics and Communication | SRM University, Chennai | August 2007 to April 2011

CREDENTIALS

CPTC Foundation ↗ (APMG International) | **GitLab Certified Git Associate** ↗ | **GitLab Certified CI/CD Associate**

DITA XML and API Documentation (Metapercept Technology Services) | **Snagit Certification** (TechSmith) | **Microsoft Office Specialist**

WRITING AND COMMUNITY

AB Writing tutorials and Medium articles. STC India conference volunteer, credited in 2019 for the conference website, competitions, posters, and illustrations.

LANGUAGES | SELF-RATED PROFICIENCY

- ●●●●● **English and Telugu**
- ●●●●○ **Urdu and Hindi**
- ●●●○○ **Tamil**