

SULAGNA SASMAL

Documentation Engineer | Information Architect | AI Tools Builder

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PROFESSIONAL SUMMARY

Documentation Engineer and Information Architect with 20+ years of experience designing, automating, and scaling documentation systems across enterprise SaaS, API platforms, and complex developer-facing products. Deep practitioner of Docs-as-Code and DocOps, embedding documentation into CI/CD pipelines, Git workflows, and Agile sprints. Proven ability to ramp rapidly into any technical domain and translate complexity into precise, scalable content. Led documentation transformation across 5 product lines with a team of 8 writers. Actively building AI-powered documentation tools as a solo founder (DocCraft AI, SpecFlow, DocQuery, DocPulse, PPT-to-Video pipeline). Open to remote, hybrid, or relocation opportunities globally.

CORE SKILLS

Writing & Docs	Technical Writing, API Docs, Developer Portals, SDK Docs, User/Admin Guides, Release Notes
Tools	MadCap Flare, DITA/XML, FrameMaker, Confluence, Docusaurus, Hugo, VS Code, Figma
Docs-as-Code	Git/GitHub, Markdown, CI/CD, GitHub Actions, Vale, Docusaurus, Hugo
AI & Automation	GPT-4o, GitHub Copilot, Azure TTS, Python, FastAPI, Next.js, Prompt Engineering
Standards	OpenAPI/Swagger, Postman, Redoc, Information Architecture, Content Governance
Platforms	JIRA, Confluence, Agile/Scrum, DevOps, Cross-functional Collaboration

KEY ACHIEVEMENTS

- **80% Cost Reduction:** Reduced localization costs by 80% at Avaya through XML-based image management and Adobe InDesign migration.
- **Solo-Built AI Tool:** Built and launched DocCraft AI (Next.js + GPT-4o), a full-stack documentation generator with compliance checking, diagram generation, and multi-format export.
- **Automation Pipeline:** Engineered a PPT-to-Video automation pipeline (Python, FastAPI, Azure TTS, FFmpeg, ~1,800 lines) that automated narrated video tutorials and product walkthroughs, eliminating manual screen recording dependencies.
- **GitHub Migration:** Led end-to-end GitLab-to-GitHub migration, designing branching models that improved traceability across 5 product lines.
- **AI Governance:** Piloted GitHub Copilot across 8 writers, defining prompt standards, governance controls, and formal adoption workflows. 4 of 7 tools formally adopted.
- **Recognition:** Star Performer 3x at NICE Actimize. 97% editorial quality score and Writer of the Month at Avaya.

PROFESSIONAL EXPERIENCE

Documentation Team Lead · Senior Specialist Technical Writer | NICE Actimize (NICE Ltd.), Pune | Jan 2017 – Present

- Owned end-to-end documentation lifecycle for 5 enterprise platform solutions (on-prem and SaaS), aligning with product releases and Agile engineering milestones.

- Managed and improved the DOCenter customer-facing documentation portal, covering search relevance, navigation architecture, and self-service adoption.
- Delivered API reference documentation, SDK integration guides, developer portal content, user/admin guides, and technical specifications for integration-heavy enterprise platforms.
- Served as documentation escalation and governance authority across enterprise clients; resolved cross-functional release gaps and ensured quality and consistency across all product lines.
- Collaborated with Customer Support to identify documentation gaps via ticket analysis, reducing escalations through targeted troubleshooting guides.
- Mentored 8 writers across Git workflows, conflict resolution, rebase strategies, CI/CD, JIRA, and MadCap Flare.

Information Engineer · Technical Writer | Avaya India Pvt. Ltd., Pune | Jul 2013 – Jan 2017

- Authored deployment and configuration documentation for enterprise communication platforms serving global clients.
- Reduced localization costs by 80% through XML-based image management and InDesign migration.

Technical Writer | SunGard Technology Services, Pune | Feb 2010 – Jun 2013

- Developed user guides and online help for enterprise software; collaborated with international teams for release-aligned delivery.

Technical Writer | Fundtech India Ltd., Pune | Aug 2008 – Feb 2010

- Authored documentation for complex enterprise workflow systems with BAs, developers, and QA teams.

Technical Author · Content Developer | Commit Technologies / True Advantage, Pune | Apr 2006 – Aug 2008

- Developed technical documentation, white papers, and customer-facing content for enterprise software products.

PORTFOLIO & AI PROJECTS

DocCraft AI Full-stack Next.js + GPT-4o documentation generator. [Live Demo](#)

SpecFlow OpenAPI-to-developer-portal generator. Upload any OpenAPI 3.x spec and get a fully rendered developer portal with interactive console and auth panel. [Live Site](#)

DocQuery RAG-powered documentation chatbot. Full pipeline: crawl, chunk, embed, retrieve, and answer with GPT-4o-mini citing exact sources. [Live Site](#)

DocPulse Documentation analytics dashboard. Tracks page views, search patterns, content freshness, and feature coverage with weekly report generation. [Live Site](#)

PPT-to-Video Pipeline Python, FastAPI, Azure TTS, FFmpeg (~1,800 lines). [GitHub](#)

Documentation Portfolio API docs, developer portals, structured authoring samples, and the CaseForge demo portal. [DOC Portal](#)

EDUCATION & CERTIFICATIONS

MBA in Human Resources Wigan and Leigh College, UK | 2004–2006

PG Diploma in Mass Communication Jadavpur University, Kolkata | 2002–2003

B.Sc. Mathematics, Physics & Electronics Burdwan University | 1998–2002

Career Essentials in Generative AI Microsoft & LinkedIn