

Chinnam Venkata Adinarayana

Email: chinnamadinarayana@gmail.com | Mobile: +91 9160260352 LinkedIn: Adinarayana
Chinnam Venkata | Portfolio: <https://chinnamwrites.com/>

Professional Summary

Strategic Senior Information Developer and Knowledge Management Lead with 9+ years of experience designing end-to-end user journeys and modular content for enterprise software. Proven expert in structured authoring (DITA/XML) and docs-as-code (Markdown/Git) environments. Adept at leading high-impact cross-functional projects, leveraging AI tools for content scalability, and influencing UX decisions through a customer-centric lens. Demonstrated success in establishing global Knowledge Bases from scratch, developing robust API documentation (REST, OpenAPI, Swagger), and strategically reducing support ticket volumes and content search times by up to 80%.

Technical Skills

- **Content & Knowledge Systems:** DITA XML, Markdown, SGML, S1000D, and structured content models, HTML, CSS, REST API Documentation, OpenAPI, Swagger.
- **Tools & Workflows:** Git, GitHub, Oxygen XML Editor, Adobe Experience Manager (AEM), PTC Arbortext, and JIRA, Change Management Tools (CMT).
- **Design & Strategy:** Information Architecture, In-product guidance, SOP and Runbook development, and User Journey mapping, Knowledge Management (KM) Strategy, L1/L2 Ticket Routing optimization.
- **AI & Data:** AI-driven content creation, LLM-based editing, and data-driven content audits.
- **Methodologies:** Agile, DDLC, Change Management, and Lean Process (ACE), Weekly/Monthly Business Reviews (WBRs/MBRs).

Professional Experience

Cognizant - JPMC & Google Accounts | Hyderabad, India

Senior Technical Writer & Knowledge Lead | Sep. 2022 - Present

Knowledge Lead (Google Cloud Partner Support Desk):

- Directed Knowledge Management (KM) strategies across 5 distinct business verticals, partnering with client managers to launch a global Knowledge Base from scratch utilizing HTML and CSS.
- Spearheaded the transformation of unstructured SME interviews and legacy documentation into structured SOPs, user guides, troubleshooting manuals, release notes, and API reference articles.
- Drove an 80% reduction in article search time and achieved 100% resolution of pending tickets within the first quarter of KB launch by eliminating documentation gaps and SME

overlap.

- Reduced client onboarding and billing support query resolution times by 50% through the implementation of clear L1/L2 role demarcations and precise ticket routing guidelines.
- Authored and managed the lifecycle of 300+ SOPs, and reviewed 1,300+ email templates in record time for a global support desk launch across North America, LATAM, Asia, and Europe.

Team Lead / First Line Manager (Google People Ops):

- Led a 5-member team for a dynamic year-long initiative to identify and bridge gaps in Google's hiring process through end-to-end content and data solutions.
- Built project charters and managed the delivery of dynamic business insight dashboards used by Google's global hiring team for vendor performance management and compliance tracking.
- Implemented robust Change Management protocols and directed Weekly/Monthly Business Reviews (WBRs/MBRs) for executive management to ensure stakeholder alignment and project goal attainment.
- Managed day-to-day team functions, billing advice sheets, and client requirements gathering to ensure on-time deliverables across all hiring streams.

Senior Technical Writer (JPMC Banking):

- Created 50+ audit-ready procedural documents, migrating legacy content from MS Word to XML-based Adobe Experience Manager (AEM) for improved reusability.
- Managed the flattening of procedures and coordinated engineering change requests utilizing Change Management Tools (CMT) to ensure highly accurate, traceable release cycles.
- Partnered with Product Owners and Engineering to translate complex SME redlines into clear, user-centric help content and in-product guidance.

Tech Mahindra - Boeing 777-X Program | Chennai, India

Senior Technical Writer | Feb. 2022 - Sep. 2022

- Deciphered intricate engineering design intent to produce structured, user-ready maintenance documentation for the 777-X program.
- Managed engineering change requests and traceable revision history, ensuring 100% accuracy in high-stakes release cycles.

Collins Aerospace | Bangalore, India

Associate Engineer - Technical Publications | May 2019 - Feb. 2022

- Contributed to ACE Lean initiatives by standardizing templates and checklists, significantly increasing documentation throughput.
- Acted as the business unit focal point for scope definition and effort estimation for high-priority global work orders.

Capgemini Business Services India Ltd | Bangalore, India

Associate - Technical Publications | Apr. 2017 - Apr. 2019

- Revised technical manuals to meet ATA100 and iSpec 2200 style and formatting requirements.
- Coordinated with technical illustrators to ensure visual and textual alignment within publications.

Education

- **B.E. Aeronautical** | Sathyabama University, Chennai
- **M.P.C.** | Narayana Jr. College, Vijayawada

Awards & Recognition

- **Client Appreciation (Cognizant):** For drafting 150+ SOPs and auditing 1,300+ templates for a global launch.
- **Spot Award (Collins Aerospace):** For on-time delivery of high-priority publication packages.
- **Rising Star & Xtramile Award (Capgemini):** For excellence in customer delivery and team collaboration.