

# Rima Sharma

**Summary** Technical writer specialising in developer and end-user documentation for enterprise software, hardware, and IP products. Skilled at collaborating with distributed teams and delivering documentation with a focus on information architecture and content governance.

**Domain Experience** Cloud networking, virtualisation, network security (Cisco)  
Semiconductor Ethernet IP and verification IP (Synopsys)  
Enterprise integration and middleware systems (Oracle)

**Core Competencies** **Technical Documentation**  
API guides, command references, developer guides, installation guides, configuration guides, quick start guides, user guides, online help, knowledge base

**Information Architecture**  
DITA, information mapping, content structuring, documentation frameworks

**Work Experience** **Technical Writer and Editor, Self-Employed, Goa, India and Liverpool, UK**  
**May 2026**  
Defined the content strategy for a new help site. The project involved applying the Diátaxis framework and optimising documentation for AI-assisted support workflows using Fin AI.

- Mar 2020 – December 2025**
- Delivered ongoing editorial support for remote enterprise client PeerSpot over five years. Ensured clarity, consistency, and quality across high-volume technical content covering IT products across diverse domains.
  - Edited technical learning guides for a publishing client in the UK, including a Cisco Certified Network Associate Study Guide, CompTIA Linux Lab Guide, and Wireshark Certified Network Analyst Lab Guide.
  - Updated a user guide for an enterprise data quality software product.
  - Managed end-to-end delivery independently and maintained a 100% job success rate across 5,000+ hours on Upwork.



Rima S.

100% Job Success Top Rated

**Senior Technical Writer, Cisco, Pune, India**  
**Jan 2013 – Jan 2018**

- Delivered documentation for virtualised networking and security platforms in cloud and data centre environments, including Cisco Cloud Services Platform 2100, Cisco ENCS, Cisco Nexus 1000V, and Cisco Virtual Security Gateway.

- Authored configuration guide, quick start guide, REST API guide, command reference, hardware/software installation guide, and release notes for a new cloud product.
- Maintained and updated documentation across releases to ensure alignment with the product functionality.
- Collaborated with engineering, QA, and documentation teams in India and the USA.
- Improved documentation quality and usability by incorporating usage data and customer feedback.
- Participated in the migration of documentation to structured authoring (DITA XML) for scalable and reusable content management.
- Contributed to internal documentation processes, including publishing checklists and workflow improvements.
- Performed peer reviews and mentored junior team members.

**Technical Writer/Senior Technical Writer, Synopsys, Bangalore, India  
Feb 2009 – Dec 2012**

- Delivered documentation for semiconductor Ethernet IP and verification products, including DWC Ethernet MAC (1G/10G), DWC Ethernet PCS Layer, and DWC Ethernet Verification IP.
- Authored databooks, installation guides, user guides, and release notes.
- Updated code configuration files to enable generation of customised register and signal maps.
- Created basic, intermediate, and advanced quick start guides for code examples.
- Reviewed UI text for clarity and consistency.
- Published defect information and edited SolvNet articles.
- Generated class reference files.
- Collaborated with engineering, QA, and documentation teams in India and the USA.
- Contributed to updates of the corporate style guide and collaborated with team members to create a group-specific style guide.
- Identified gaps through support cases and applied root cause analysis (5 Whys) to improve content quality.
- Interviewed and mentored new team members.

**Technical Writer/Senior Technical Writer, Oracle, Bangalore, India  
Oct 2004 – Mar 2008**

- Delivered documentation for enterprise integration and middleware platforms, including Oracle SOA Suite, Oracle ESB, Oracle Application Server Adapters, and Oracle Application Server Integration InterConnect.
- Authored administrator guides, developer guides, user guides, quick start guides, and installation guides.
- Created online help and UI text for Oracle Enterprise Manager and Oracle JDeveloper.
- Created readme files, release notes, and patch set notes.
- Collaborated with engineering, QA, and documentation teams in India and the USA.

**Tools and Technologies**

**API Documentation**

Postman, Swagger

**Authoring**

Adobe FrameMaker, XMetaL Author Enterprise, Oxygen XML Author, MadCap Flare, GitBook, Confluence, Microsoft Word, Google Docs, Docs-as-Code workflows (working knowledge)

**Content, Version, and Project Management**

Astoria On-Demand, Adobe Experience Manager, Documentum Web Publisher, SharePoint, Jira, Rally, Perforce, GitHub

**Design and Graphics**

Snagit, Microsoft Visio, Canva, Figma

**Markup and Programming Languages**

Markdown, HTML, XML, C++, Visual Basic, Python

**Web Development**

Adobe Dreamweaver, WordPress

**AI and Prompting**

Generative AI tools and prompt designing for content ideation, summarisation, and quality checks

**Education and Certifications**

**Education**

Master of Science in Information Technology  
Bachelor of Arts with English Literature

**Professional Certifications and Training**

API Documentation Learning Path, Postman Academy  
Git and GitHub for Writers, Udemy  
Fundamentals of UX Writing, UX Content Collective  
Proofreading and Editing Diploma, Center of Excellence  
How to Write Quality Procedures & SOPs for ISO, Udemy

**Technical Foundation**

Network Architecture Fundamentals, Cisco Learning and Certifications  
Microsoft Certified Solutions Developer (MCSD), Microsoft  
Three-year GNIIT Diploma in Systems Management, NIIT

**Location and Work Eligibility**

Based in Liverpool, UK (moved from India in November 2025) and open to relocation for the right opportunity  
Full right to work in the UK (Spouse/Partner Visa) – No sponsorship required

**Links**

[LinkedIn](#), [rimasharma.com](http://rimasharma.com)