

# ROHAN BHARADWAJ

## Technical Writer

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### PROFESSIONAL SUMMARY

Technical Writer at Blue Yonder with experience creating Release Notes, Installation Guides, User Guides, and enterprise product documentation for commerce and supply chain platforms. Experienced in working with developers, QA teams, and product managers in Agile environments to deliver clear, accurate, and user-focused documentation.

Skilled in documentation ownership, process improvement, workflow automation, and cross-functional collaboration. Built internal automation tools and AI-powered solutions to improve operational efficiency, streamline documentation workflows, and reduce manual effort across teams.

### TECHNICAL SKILLS

#### Documentation & Writing

- Technical Documentation
- Enterprise Software Documentation
- Release Notes
- Installation Guides
- User Guides
- Style guides and documentation standards

#### Tools & Platforms

- MadCap Flare
- Jira
- Confluence
- GitHub
- SharePoint
- Microsoft 365

#### Technologies & Methodologies

- Python
- HTML
- Agile Methodologies
- SDLC
- Version Control
- AI-assisted Workflow Automation

### WORK EXPERIENCE

#### Technical Writer | Blue Yonder

JULY 2023 – PRESENT

Technical writer for enterprise commerce and fulfillment products within Agile development teams.

- Create Release Notes, Installation Guides, User Guides, and technical documentation in collaboration with developers, QA teams, and product managers.
- Serve as the sole technical writer for Commits Service, Customer Order Visibility, Inventory Visibility, Sourcing Dashboard, and Order Services under the Commerce Fulfillment Suite, supporting enterprise clients including ASDA, Stanley, Petco, TSC, LCBO, and Crate & Barrel.
- Reviewed and refined 400+ technical documents to improve clarity, consistency, readability, and technical accuracy.
- Initiated and developed a Python-based desktop application for the HR team to automate shift allowance processing. The application consolidated Excel files from multiple managers, validated data, calculated payments for night, weekend, and holiday shifts, and reduced manual effort by approximately 80%, saving 15 hours per payroll cycle.
- Initiated and developed an AI-powered agent that reads SharePoint documents and answers user queries, helping teams quickly identify when features or fixes were introduced across releases. Saved approximately 36 hours annually.
- Initiated and created Jira automations to assign review tickets using a round-robin workflow, saving approximately eight hours annually per employee.
- Initiated and automated the generation of 162 certificates, reducing manual effort and saving approximately six hours.
- Initiated and built a Jira dashboard to track weekly progress for a 23-member team, improving visibility and coordination.
- Mentored four technical writers by providing onboarding guidance, documentation support, and process knowledge transfer.

Technical writer for Order Fulfillment documentation within the Commerce Fulfillment Suite.

- Trained in MadCap Flare, GitHub, Agile workflows, and enterprise documentation processes.
- Served as the sole writer for the Order Fulfillment product, creating Release Notes, Installation Guides, and User Guides for Wilko customers.
- Reviewed 30+ technical documents to improve clarity, consistency, correctness, and readability.
- Contributed to individual and team OKRs through documentation delivery and collaboration.

Technical writing intern supporting enterprise software documentation and Agile documentation workflows.

- Learned core technical writing concepts, including Agile methodologies, Jira workflows, MadCap Flare, GitHub, supply chain management, document distribution processes, quality initiatives, and enterprise documentation standards.
- Reviewed 10 technical documents to improve clarity, conciseness, consistency, and accuracy.
- Gained hands-on experience with enterprise software documentation and cross-functional collaboration workflows.

## AWARDS & RECOGNITION

- Received the Pillar Individual Award under the Product & Technology category, a company-wide global recognition presented across global teams for consistently delivering high-quality documentation, strong collaboration with SMEs, timely project delivery, and clear, accurate, and complete technical content.
- Recognized with the Blue Yonder GEM Award for four consecutive years, a team-level recognition awarded for documentation delivery, release support, workflow improvements, automation initiatives, and operational contributions.
  - 2025: Delivered documentation for 10 patch releases and the main GA release for Commerce Order Services, on time across all cycles, with stakeholder feedback recorded on Workday.
  - 2024: Supported the Crystal Ball 2024 event for 800 participants, created tracking visuals for 240 ideas, and automated operational tasks.
  - 2023: Delivered five Order Services documents that reduced training effort for clients including ASDA, LCBO, C&B, and Stanley.
  - 2022: Delivered six Order Fulfillment documents within 30 days of completing internship onboarding.
- Received multiple stakeholder recognitions on Workday from 2022 to 2025 for consistently delivering high-quality technical documentation across multiple projects.
- Awarded a Certificate of Appreciation for contributions to the Crystal Ball India & APAC 2024 event.

## EDUCATION

**B. M. S. COLLEGE OF ENGINEERING, BASAVANAGUDI, BANGALORE**

Master of Computer Applications – MCA

2020 – 2022

**NATIONAL COLLEGE, JAYANAGAR, BANGALORE**

Bachelor of Computer Applications – BCA

2017 – 2020