Sulagna Sasmal

Senior Technical Writer | Documentation Architect | AI-Enabled Content Strategist | Docs-as-Code | FinTech & SaaS Specialist

Pune, India (Open to Relocation & Remote)
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Professional Summary

Senior Technical Writer and Documentation Leader with 19+ years of experience in **FinTech and enterprise SaaS** environments. Specialist in architecting scalable documentation ecosystems across on-prem and cloud-native platforms, integrating documentation into **Agile SDLC** and **CI/CD workflows**.

Proven expertise in **API documentation**, structured authoring, **Docs-as-Code**, AI-assisted content enablement and automation-driven content delivery. Proven track record of modernizing documentation functions through Git-based workflows, AI tool adoption, and platform-level automation initiatives. Recognized for transforming documentation from a support function into a strategic enablement capability that improves product adoption and operational efficiency.

Deep domain expertise in **Fraud Prevention**, financial crime compliance, payment workflows and integration-heavy enterprise systems.

Core Competencies

Documentation Strategy | Information Architecture | API Documentation | Docs-as-Code | Git & PR Governance | DevOps Collaboration | AI-Assisted Documentation | Prompt Engineering | Automation Workflows | FinTech & Fraud Systems

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Strategic Initiatives & Organizational Impact

Documentation Ecosystem Transformation – NICE Actimize
- Led end-to-end redesign and standardization of documentation architecture across Fraud and SaaS products, defining reusable templates, metadata strategy, governance models, and release-aligned content workflows.
- Influenced DOCenter (documentation portal) roadmap by improving search relevance, filtering logic, content discoverability, and structural consistency across product lines.
- Established visual identity standards (PDF templates, infographic usage, branding alignment) in collaboration with Marketing and cross-functional stakeholders.

Docs-as-Code & DevOps Integration
- Led GitLab-to-GitHub documentation workflow transition, defining branching models (feature branches, PR reviews, merge governance), reducing release misalignment and improving documentation traceability.
- Embedded documentation into SDLC using Markdown, Git, and PR-driven reviews to ensure technical accuracy and synchronized releases.
- Mentored writers on (Jira, Git, Flare) and content planning, Git usage, conflict resolution, rebase strategies, and documentation CI workflows.

AI & Tooling Innovation Leadership
- Piloted GitHub Copilot adoption within the documentation team, defining best practices for prompt engineering, review workflows, and safe AI-assisted drafting.
- Conducted structured evaluation of AI and productivity tools (Copilot, Confluence Rovo, NotebookLM, Napkin AI), defining integration feasibility and use-case boundaries for enterprise adoption.
- Established an AI usage framework for documentation teams, including prompt design standards, review checkpoints, and governance controls to ensure accuracy and compliance.
- Positioned AI as an assistive accelerator rather than a replacement, improving efficiency while maintaining quality governance.

Automation-Driven Documentation Delivery

- Conceptualized and implemented a PPT-to-Video automation initiative integrating Python scripting, Azure Text-to-Speech, PowerPoint automation, and asynchronous API orchestration.
- Established secure VM-based Microsoft 365 automation environment for enterprise-compliant video generation.
- Designed scalable video generation workflows, significantly reducing turnaround time and eliminating dependency on manual recording and third-party editing tools.

Professional Experience

- **NiCE Actimize | Documentation Team Lead | Senior Specialist Technical Writer |** NICE, Pune, India | January 2017–Present
    - Own and drive the end-to-end documentation lifecycle for **Fraud Prevention** platforms (on-prem & SaaS), aligning documentation roadmaps with product releases and engineering milestones in an Agile environment.
    - Serve as documentation escalation and governance authority, resolving cross-functional release gaps and ensuring compliance alignment across enterprise clients.
    - Deliver API documentation, user/admin guides, and technical specifications for integration-heavy systems.
- **AVAYA INDIA PVT. LTD. | Information Engineer | Technical Writer |** Pune, India | July 2013 – January 2017
    - Authored deployment and configuration documentation for enterprise communication platforms.
    - Reduced localization costs by implementing an XML-based image management approach.
    - Awarded "Writer of the Month" with a 97% editorial quality score.
- **SunGard Technology Services | Technical Writer |** Pune, India | February 2010 – June 2013
    - Developed user guides and online help for Investment Banking software supporting European markets.
    - Collaborated with cross-functional global teams to ensure release-aligned, technically accurate documentation.
- **Fundtech India Ltd. | Technical Writer |** Pune, India | August 2008 – February 2010
    - Authored and maintained documentation for enterprise payment workflow systems, collaborating with business analysts, developers, and QA.
- **Commit Technologies Pvt. Ltd. | Technical Author |** Pune, India | January 2007 – August 2008
    - Developed technical documentation, white papers, and customer-facing content for enterprise software solutions.
- **True Advantage | Content Developer |** Pune, India | April 2006 – December 2006
    - Researched and created structured content for web and marketing content using MS Office tools and SQL.

Key Skills

- **Tools:** MadCap Flare, Arbortext, FrameMaker, RoboHelp, VS Code, SnagIt, Visio
- **Docs-as-Code:** GitHub, Git, Markdown, HTML
- **AI & Automation:** Azure TTS, GitHub Copilot, GenAI tools
- **Collaboration:** JIRA, Confluence
- **Standards**: DITA, Information Mapping
- **Languages:** HTML, CSS, XML, SQL, Python (automation)

Achievements

- **Content Standards Development:** Played a key role in developing and standardizing documentation practices for **Fraud Prevention** and **SaaS products** at NICE Actimize. Established branding guidelines, developed a **stylesheet** for team consistency, and created standards for **infographic usage**.
- **Recognition for Excellence:** Honored as "**Star Performer**" multiple times at NICE Actimize for consistently exceeding documentation quality standards and delivering exceptional content.

Education

- **PGDBM in HR Management** | 2004-2006 | Wigan & Leigh College, Pune, India
- **Post Graduate Diploma in Mass Communication** | 2002-2003 | Jadavpur University, Calcutta, India
- **B.Sc. (Math, Physics, Electronics)** | 1998-2002 | Burdwan University, Burdwan, India