



ANIKA SUNDARAM

Technical Writer

Senior technical writer with nine years across cloud infrastructure, security, and developer tooling. Known for owning end-to-end documentation for new product launches and partnering closely with engineering, support, and product marketing. Comfortable being the only writer on a team and setting the bar for everyone else who contributes docs.

CONTACT INFORMATION



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KEY SKILLS

- Docs-as-code: Git, Hugo, Docusaurus, Sphinx
- API docs: OpenAPI 3.x, Stoplight, Redoc
- Information architecture and content audits
- DITA and structured authoring
- SQL and shell scripting for sample code
- Jira, Asana, Notion, Confluence
- Editorial leadership and style guide ownership
- Customer research: surveys, doc analytics, support ticket analysis

PROFESSIONAL EXPERIENCE

SENIOR TECHNICAL WRITER | NORTHVANE CLOUD, MINNEAPOLIS, MN 2020 – PRESENT

- Lead documentation for a managed Postgres service that grew from 80 to 2,300 paying customers during my tenure.
- Shipped the launch docs for three major features (point-in-time restore, read replicas, IAM auth) on time across coordinated cross-team releases.
- Cut the average page word count by 28% after a readability audit, with no increase in support escalations.
- Built a docs contributor guide that ten engineers now follow when filing pull requests against the docs repo.
- Run a quarterly customer doc survey; satisfaction scores climbed from 3.4 to 4.2 over two years.

TECHNICAL WRITER | GREYCASTLE SECURITY, SAINT PAUL, MN 2017 – 2020

- Documented an endpoint detection product for IT admins, including install guides, policy reference, and SIEM integrations.
- Owned the change to a Hugo-based docs site, including IA, search, and navigation.
- Wrote a Splunk integration guide that the partnerships team used to close two enterprise deals.
- Mentored a junior writer through their first solo product launch.

TECHNICAL WRITER | MAVENROOT STUDIOS, MADISON, WI 2015 – 2017

- Wrote SDK docs for a mobile analytics product covering iOS, Android, and React Native.
- Standardized code samples across all three SDKs so terminology and parameter names matched.
- Reduced 'getting started' bounce rate by reordering the quickstart based on session recordings.

EDUCATION

- M.S. in Technical Communication, University of Minnesota, 2015 |
- B.A. in Journalism, University of Wisconsin-Madison, 2013 |

