



P Lokendran

Senior Lead Technical Writer

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Professional Summary

Senior Lead Technical Writer with 16+ years of experience across Banking, FinTech, SaaS, and Digital Products. Specialized in product documentation, end-user guides, admin manuals, training documentation, release notes, knowledge base content, and video tutorials. Experienced in owning documentation end-to-end, collaborating with product, engineering, and business teams, and building scalable content using CMS and modern documentation tools.

Core Skills

- Technical Writing, Product Documentation, User & Admin Guides, Release Notes.
- API & Application Documentation, Integration Guides, Configuration Manuals.
- Training Videos & Video Tutorials (Camtasia).
- Banking, FinTech & SaaS Documentation.
- Knowledge Base & Help Portals.
- CMS & Content Platforms: WordPress, Confluence, SharePoint.
- Documentation Tools: RoboHelp, FrameMaker, SnagIT, Jira, MS Office, Visio.
- Web & Markup: HTML, XML, Git (basic).
- Content Management, Version Control, Documentation Standards.

Work Experience

Senior Lead Technical Writer | Hotfoot Technologies Solutions Pvt Ltd, Chennai | Oct 2024 – Jan 2026

- Created product documentation and end-user guides for 10+ banking and digital applications across multiple financial clients.
- Owned the complete documentation lifecycle for product and application documentation from requirement gathering to final delivery.
- Produced 20+ training videos with scripts and voiceovers using Camtasia for onboarding and user training.
- Collaborated directly with CEO and CTO to plan documentation deliverables.
- Improved onboarding efficiency through structured guides and video tutorials.

Senior Lead Technical Writer | Pacific IT Consulting Pvt Ltd, Noida | Jul 2024 – Sep 2024

- Completed structured documentation training at Standard Chartered Bank.
- Created learning snippets and training videos using Camtasia.
- Developed user documentation using RoboHelp.

Head of CMS | Tonik Financial India Pvt Ltd, Chennai | Jul 2021 – Mar 2023

Client via SandSquare Global Solutions Pvt Ltd | Feb 2020 – Jun 2021

- Managed website content and documentation using Drupal CMS.
- Authored product features, blogs, announcements, and promotional content.
- Created SEO-rich content, release notes, roadmaps, and user guides.

Technical Lead | Tagit India Pvt Ltd, Chennai | Sep 2013 – Feb 2020

- Created user manuals for digital and corporate banking platforms.
- Built documentation templates and standards.
- Developed video tutorials and training materials.
- Collaborated with product managers, developers, and SMEs to create product and application documentation.

Senior Technical Writer | Solverminds Technologies Pvt Ltd, Chennai | Jun 2009 – Sep 2013

- Created user manuals, training guides, and SRS documents.
- Developed Java-based help files using RoboHelp.

Technical Writer | MTAB Engineers Pvt Ltd, Chennai | Apr 2008 – Feb 2009

- Developed manuals and simulation guides for CNC machines.
- Created Siemens software operation documentation.

Education

B.Tech in Information Technology | Sri Sairam Engineering College, Chennai | 2003 – 2007

Certifications

- **Technical Writing** – K9 Technologies, Anna University (2008)
- **Website Management** – Opportunity Infotech, Chennai (2019)