

# SABITA RAO

User Assistance Developer • Design Thinking Co-Creator • Constant Learner

## Career Timeline

- Sep 2020 – Present ▶ **Technical Documentation Specialist** at **LiveVox India Pvt. Ltd.**  
Responsible for improving the information architecture, testing content migration strategies, and implementing CX feedback to publish our product documentation. I also author user-assistance deliverables and develop scorecards in Excel to track data-driven initiatives within the team.
- Aug 2020 – Dec 2020 ▶ **Participant** in **Google's Season of Docs**  
Worked with mentors at CERN-DESY to restructure and streamline their existing documentation using MkDocs and Doxygen.
- Sep 2019 – July 2020 ▶ **Lead Technical Content Creator** at **Thinking Stack India Pvt. Ltd.**  
Handled the information architecture, content creation, and continuous improvement of docs-as-code deliverables for this startup's flagship AI/ML product. Was an active member of the UX design and marketing teams also.
- || **On a sabbatical**  
Took time off to travel, volunteer, pursue my hobbies, explore trends in the writing industry, and reorient my career goals.
- Mar 2011 – Sep 2016 ▶ **Technical Writer – Project Lead** at **Oracle India Pvt. Ltd.**  
Authored DITA-based user assistance deliverables for collaborative product data management software on Oracle Cloud.  
Participated in UX wireframe reviews and Agile scrums actively.  
Highlights:
  - Established internal Wiki pages to guide team members onto customized learning paths for documentation and domain knowledge
  - Won a performance award – 'U Make a Difference!'
- Aug 2008 – Feb 2011 ▶ **Senior Technical Writer** at **Sasken Network Engineering Ltd.**  
Managed the user documentation needs of multiple projects as an individual contributor and a team lead, simultaneously.  
Highlights:
  - Handled concurrent projects in domains of telecom software and semiconductors
  - Created client-specific templates in FrameMaker and Word
  - Led a team of 5 writers located in India and Canada
- Nov 2004 – Mar 2008 ▶ **Technical Writer** at **Citec Information India Pvt. Ltd.**  
Authored and edited documents for telecom hardware, industrial automation software, and power plants.  
Worked at client offices across India and Finland.  
Highlights:
  - Transitioned two projects from Finland to India
  - Received citations from clients for delivering quality documentation in tight deadlines

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## Key Skills

End-user documentation	●●●●●●●●●●	Docs-as-code	●●●●●●●●●●
Information architecture	●●●●●●●●●●	Agile methodologies	●●●●●●●●●●
User-experience research	●●●●●●●●●●	Developer documentation	●●●●●●●●●●
Design thinking	●●●●●●●●●●	Front-end technologies	●●●●●●●●●●

## Education

2007 – 2010	M.S. Quality Management BITS Pilani, India	CGPA 8.51/10
2000 – 2004	B.E. Industrial Engineering and Management Sir M.V.I.T., VTU, India	FCD (81%)

## Online Certifications

2022	Google UX Design Specialization	Coursera
	Front End Web Developer Nanodegree	Udacity
	Information Architecture Fundamentals	Udemy
2019	Enterprise Design Thinking Co-Creator	IBM
	Watson Assistant Foundations	IBM
	Python for Data Science	IBM
	OK Google: Build Interactive Apps with Google Assistant	Google Qwiklabs
	Programming for Everybody (Getting Started with Python)	Univ. of Michigan, Coursera
2018	10,000 Women	Goldman Sachs, Coursera
	Do Your Venture (NSRCEL - Women Startup Programme)	IIMBx
	Become a User Experience Designer (set of 9 courses)	LinkedIn Learning
	Advance Your Skills as a UX Researcher (set of 5 courses)	LinkedIn Learning
2014	Human-Computer Interaction	UC San Diego, Coursera

## Volunteer Experience

2016 - Present	Senior volunteer at Charlie's Animal Rescue centre (CARE)	Bangalore
2019 - Present	Independent voluntographer	Bangalore

*References available on request.*