



Mervin George

Technical Content Leader

☎ 9740090524
✉ mervin.george@outlook.com
📌 mervinportfolio.netlify.app
📍 Bangalore, Karnataka

SUMMARY

Dynamic and results-driven leader with over 15 years of experience in establishing and managing technical documentation operations from scratch. Skilled in transitioning organizations from traditional documentation tools (e.g., Word, PDF) to structured content methodologies, including DITA, Online Help systems, and Markdown-based workflows. Adept at aligning Documentation Development Life Cycle (DDLC) operations seamlessly with Software Development Life Cycle (SDLC) processes. Exceptional team leadership, strategic planning, and organizational skills enable the delivery of high-quality, scalable content solutions that meet diverse stakeholder needs in fast-paced, innovative environments. Proven mentor and trainer who fosters empowering work cultures and equips teams to achieve excellence in content development and customer satisfaction.

EXPERIENCE

Technical Content Team Leader

04/2024 - Present

WiseTech Global ↗

- Successfully implemented Documentation Development Life Cycle (DDLC) tailored to WiseTech's needs, using Markdown for authoring, GitHub Repos for versioning, and DocFX for publishing documentation to IIS Server.
- Managed and mentored team of 6 technical writers, fostering culture of collaboration and innovation.
- Spearheaded 9 cross-functional documentation projects, including DevDoc Central, ProductDocs Nexus, and Customs Documentation Vault, delivering high-quality, user-centric documentation for internal and external stakeholders.
- Created automated workflow for Markdown-based documentation using Visual Studio Code, GitHub, and DocFX, reducing content delivery timelines by 20%.
- Designed SharePoint landing page for documentation projects, streamlining access to resources for team members.
- Participated in leadership development initiatives, including Diversity and Inclusion workshops and roundtable discussions on Leading Inclusive Teams and Allyship, enhancing team's performance and engagement.
- Presented retrospectives and process improvements to senior leadership, including discussions on Markdown workflows, branching strategies, and documentation processes.
- Explored and introduced AI-driven solutions to enhance technical documentation processes, including implementing curated and personalized documentation enhancements using AI tools.

Senior Manager Product Documentation Team

12/2021 - 03/2024

Blume Global ↗

- Developed and implemented a comprehensive documentation strategy, including objectives, timelines, and resource allocation, resulting in the establishment of a robust technical publications process across the organization.
- Built a high-performing Technical Publications Team, recruiting and onboarding skilled technical writers who demonstrated consistent delivery of high-quality documentation.
- Created and implemented documentation standards, guidelines, and templates that ensured consistency and quality in all technical publications, resulting in improved clarity, usability, and customer satisfaction.
- Successfully collaborated with cross-functional teams, including product managers, developers, and engineers, to gather accurate and up-to-date information for technical publications, resulting in more comprehensive and relevant documentation.
- Planned and executed major documentation projects, breaking them down into manageable tasks, setting realistic deadlines, and consistently delivering projects on time, ensuring that critical documentation was available when needed.

Team Lead Information Development

09/2016 - 12/2021

Infor ↗

Team Management

- Assisted executive management by directing and implementing initiatives for Technical Publications team.
- Received assignments in form of objectives and translated it into a project plan and assigned team resources to achieve target delivery dates.
- Provided direct supervision to support team members as necessary to ensure timely and accurate completion of tasks.
- Consulted with executive management on staffing and performance issues.
- Collaborated with cross functional teams to develop and maintain a centralized repository of module documentation.
- Performed annual appraisal reviews for 3 direct reports.

Information Development

- Delivered high quality standard documentation across Infor SCM products such as Freight Pay and Audit, Supply Chain Intelligence, Predictive ETA, Supply Collaboration, Network Transportation Visibility, and Network Inventory Management.
- Ensured on-time publishing of Release Documentation. This averaged out to 12 Feature notes and 2 Release Insight Videos across 6 release cycles every year.
- Supported controlled release and EA requirements as per customer requirements.
- Developed and maintained high quality customer training materials.
- Worked with business, quality, and programmer analysts to ensure appropriate UI content and design.
- Initiated and implemented context sensitive help by building online help that is directly mapped to products software platform.
- Assisted other information developers with writing tools and technical issues.
- Created and tested online help for software applications.

Elearning Development

- Published and maintained generic reusable eLearning courses across users and organization types for platform users.
- Created Instructional Design Documents and mapped out prospective topics for building eLearning content.
- Collaborated with product support to analyze common user issues and create eLearning content to certify users on the product, thereby reducing support tickets.
- Reduced support cases by 45% after implementing a certification program for each product suite.

Senior Technical Writer

03/2016 - 09/2016

July Systems ↗

- Created and delivered technical documentation for cutting-edge solutions in mobile internet technology, leveraging expertise in emerging technologies to support high-quality customer experiences.
- Presented complex technical concepts effectively through white papers, technical articles, and documentation, demonstrating the ability to simplify advanced topics for diverse audiences.
- Collaborated with cross-functional teams, including engineers and product managers, to ensure documentation aligned with technical standards and product requirements. This collaboration reflects skills critical to managing diverse stakeholders in SD-WAN and security technology environments.
- Researched and authored technical articles on Mobile Internet Experience (MIX), including network performance optimization and secure connectivity, providing a strong foundation for understanding SD-WAN and security principles.
- Documented workflows and processes for private wikis, streamlining onboarding and training for new employees. This experience showcases the ability to develop internal guides and process documentation—similar to producing high-quality solution design guides.
- Performed rigorous editing and proofreading of documentation, ensuring content was concise, accurate, and aligned with organizational standards—critical for maintaining high-quality deliverables in the SD-WAN and security sectors.

Senior Technical Writer

05/2010 - 03/2016

GT Nexus ↗

- Joined Professional Services as a technical writer and built the technical publications team for GT Nexus.
- Wrote and edited accurate, concise, and highly readable content for new and existing web applications that is not overly technical or obscure.
- Generated documentation that included but is not limited to Help, FAQs, User Guides, Instructional Documents, Interactive Tutorials, and other website content.
- Evaluated the scope of 15 writing projects and managed priorities, schedules, and deadlines.
- Enforced and followed established style guides to ensure high editorial standards.
- Diplomatically addressed and resolved differences between stakeholders from cross-functional teams.
- Created and maintained release notes for GT Nexus products such as Procure to Pay, Supply Chain Visibility, Transportation Management, and Supply Chain Finance.

- Facilitated GT Nexus and Trade Card's merger by leading a project to integrate documentation for both applications under one new system. Worked closely with cross functional Engineering and QA teams from both companies.

EDUCATION

Banking and International Trade03/2002 - 03/2003

Madras Christian College - Bachelor of Commerce

CERTIFICATES

HTML, CSS, and Javascript for Web Developers ↗02/2022 - Present

John Hopkins University

Supply Chain Logistics ↗02/2022 - Present

Rutgers University

Fundamental Certification Plus Program in Technical Writing (FCP Plus)03/2010 - Present

The Writer's Block (TWB)

SKILLS

Adobe FrameMaker	Intermediate	Analytics and Customer Focus	Advanced
GitHub	Advanced	Project and Process Management	Advanced
Sharepoint on Microsoft 365	Advanced	Communication and Stakeholder Management	Advanced
DITA	Advanced	Technical Writing Expertise	Expert
Adobe Captivate	Advanced	Adaptability and Innovation	Advanced
Articulate Storyline	Advanced	Technical Acumen	Advanced
Camtasia	Advanced	Leadership and Team Management	Advanced
Jira/Confluence	Advanced		
Oxygen XML Editor	Advanced		
SD-WAN	Intermediate		