

ANNAMALAI MUTHIAH

Content Strategist | Technical Writer | Technical Trainer | UX Communicator

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Portfolio: <https://www.heyneo.online/>

PROFESSIONAL SUMMARY

- Senior Technical Writer, UX Content Strategist, and Product Trainer with 20+ years' global experience across AI, Banking, Finance, Healthcare, Logistics, and Enterprise SaaS.
- Adept at building scalable human-authored AI-powered documentation and training materials that drive user adoption and operational efficiency.
- Led global teams, created cross-platform content (web, mobile, ILT/VILT), and built custom documentation standards.
- Known for blending creativity, structure, and empathy in high-stakes content environments.

CORE COMPETENCIES

- **Documentation:** SOPs, User Guides, Administrator Guides, Release Notes, Online Help, Procedural Docs, Macro Content
- **UX Writing & Content Design:** UI Copy, Accessibility, Microcopy, Copy Decks, UX Briefs
- **Training:** ILT/VILT Training, Training Scripts and Materials, Instructional Videos
- **Content Management:** Version Control, Single Sourcing, Style Guides, Templates, SharePoint
- **Stakeholder Engagement:** SMEs, Legal, QA, Product Owners, CX, L&D, Dev Teams
- Agile & Waterfall Methodologies | Process Design & Consulting

TOOLS & PLATFORMS

- **Authoring:** MadCap Flare, MS Word, Adobe Framemaker
- **Multimedia:** Camtasia, Snagit, Canva
- **Collaboration:** JIRA, Confluence, SharePoint, Google Workspace
- **Design/Dev:** Git, HTML, Figma (basic)
- **AI/Analytics:** ChatGPT, Gamma, Synthesia, NotebookLM, Notion, Google Analytics

EXPERIENCE

Presight (a G42 company) – Senior Manager – Content Strategy

Mar 2018 – Present

Abu Dhabi, UAE

- Lead team of technical writers and trainers.
- Own documentation and training strategy across enterprise AI and Big Data platforms.
- Create scalable human-authored AI-powered content.
- Design and deliver multilevel training programs for clients across the UAE and beyond.
- Scope and deliver UX copy that enhanced clarity and navigation throughout the product interface.
- Introduce modern content workflows to support agile delivery and cross-functional collaboration.

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Wells Fargo (via Populus Group) – Content Strategist

Jun 2016 – Dec 2016

San Francisco, California

- Developed content strategy for banking desktop and mobile applications.
- Delivered UX copy for launches across smartphone, desktop, and Apple Watch platforms.
- Partnered with Legal, UI/UX, Business Analysis, and Product teams to meet compliance and accessibility standards.

Cognizant Technology Solutions – Senior Content Strategist / Technical Writer (Manager)

Jan 2009 – Jun 2016

USA

- Led multi-year engagements for major clients, including Fortune 500 client projects - Wells Fargo (San Francisco, CA), Aetna-PayFlex (Chicago, IL), Invensys/Schneider (Lake Forest, CA), American Express (Phoenix, AZ), iQor (Manhattan, NY), and DHL (Scottsdale, AZ).
- Created documentation for IT audit, compliance, infrastructure, and operations teams.
- Built SharePoint-based documentation libraries and introduced scalable content templates.
- Provided end-to-end documentation delivery for web/mobile app launches and regulatory submissions.
- Acted as onsite lead for enterprise-level documentation programs, working directly with client stakeholders across the U.S.

Cognizant Technology Solutions – Senior Technical Writer

Nov 2006 – Dec 2008

Chennai, India

- Client: Pfizer (Chennai & Sydney)
- Drafted 120+ SOPs, facilitated review/approval via Documentum.
- Designed functional/technical templates and led document control process.
- Managed and mentored a team of 27 technical writers.

Mannai Corporation – Technical Writer

Jun 2005 – Nov 2006

Doha, Qatar

- Developed technical documents, policy guidelines, proposals, and architecture flows.
- Clients included QNB, DAGOC, QAFCO, CBQ, Qtel.

iSOFT – Senior Technical Writer

Apr 2005 – May 2005

Chennai, India

- Created user manuals and technical documents for UK-based healthcare applications.

AdventNet Inc. (now ZOHO Corp) – Senior Technical Writer

May 2001 – Mar 2005

Chennai, India

- Produced full documentation sets (User/Admin/Install Guides, Release Notes) for network apps.
- Led product marketing content creation and QA documentation.
- Created web copy and oversaw Googlization (SEO) of product pages.

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CERTIFICATIONS

- [Certified UX Writer – UX Writers Collective](#) (2021)
- [Train-the-Trainer Bootcamp – Udemy](#) (2020)
- [Virtual Trainer Masterclass – Udemy](#) (2020)
- [ITIL® Foundation in ITSM](#) (2017)
- Lean Six Sigma Green Belt (2008–2013)

EDUCATION

Master of Business Administration (MBA)	2001
The American College, Madurai, India	
Bachelor of Commerce (B.Com)	1999
The American College, Madurai, India	

EXTRAS

Film Making Course - SAE Institute – Abu Dhabi	2022
Flash Fiction Course - The Grotto – San Francisco	2016
Portrait Photography Course - School of the Art Institute of Chicago – Continuing Education – Chicago	2012
Fiction Writing Course - New York University – Continuing Education – New York	2009

ENDORSEMENTS

"A rock star in the Content Strategy world. Calm, collaborative, and always delivers." – Nicole B, Senior Producer

"Goes beyond content. Thinks about the entire experience. Excellent eye for detail." – Brigid M, Communications Manager

"Impressive work ethic. Took over a project mid-flight and kept us on schedule." – Brian M, Sr. Producer