Annamalai Muthiah

AI & Big Data Content Strategist | Technical Writer | Technical Trainer | UX Communicator | Transforming Complexity into Clarity | Storytelling meets Strategy

Abu Dhabi, UAE | ☎ +971-589004341 | ✉ annamalai21m@gmail.com

LinkedIn: https://www.linkedin.com/in/annamalai-muthiah

Portfolio: https://www.heyneo.online/annamalai

💼 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
Abu Dhabi, UAE | Mar 2018 – Present

- 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.

Wells Fargo (via Populus Group) – Content Strategist
San Francisco, CA | Jun 2016 – Dec 2016

- 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)
U.S. | Jan 2009 – Jun 2016

- 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
Chennai, India | Nov 2006 – Dec 2008

- 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.

iSOFT – Senior Technical Writer
Chennai, India | Apr 2005 – May 2005

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

Mannai Corporation – Technical Writer
Doha, Qatar | Jun 2005 – Nov 2006

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

AdventNet Inc. (now ZOHO Corp) – Senior Technical Writer
Chennai, India | May 2001 – Mar 2005

- 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 of product pages.

🏅 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
MBA – The American College, Madurai, India

B.Com – 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 (Full Letters on Request)

*"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***