

LIPIKA KANKARIA

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A detail-oriented technical writer and editor with a PhD in English, with hands-on experience in creating and editing developer-facing and user-facing documentation. Adept at producing concise, user-centered content using UX design principles.

Education

Certificate in Professional and Technical Writing, SJSU **2024-2025**

Courses taken: Professional and Technical Writing, Professional and Technical Editing, UX Design and Visual communications, Strategic Digital Content and Social Media Writing

PhD in English Literature, NIT Durgapur **2018-2023**

Thesis: *Expanding Horizons: A Critical Exploration of Bengali Women's Travel Narratives in English 1915-1947*

Experience

Open-source contributions **2024-present**

- Authored and edited command-line documentation for the open-source TLDR repository using Git-based version control, following project style guidelines to enhance clarity, accuracy, and usability
- Collaborated via GitHub issues and pull requests, tracking changes, resolving feedback, and managing revisions through version control

Editing and Proofreading (Journal of International Women's Studies) **2020-2024**

- Edited documents to meet publication and organization style requirements
- Utilized advanced Microsoft Word features including Styles, auto-generated Tables of Contents, cross-references, and structured templates
- Reviewed and revised documents to ensure accuracy, clarity, consistency, and alignment with established style guidelines
- Applied major style guides, including **Chicago Manual of Style**, **APA**, and **MLA**, across diverse documents
- Edited and finalized PDF documentation using Adobe Acrobat for submissions
- Ensured tone, terminology, and formatting consistency across multi-author documents
- Conducted detailed content reviews with a strong attention to detail to improve readability

Relevant Projects **2024-present**

User Manual for Mobile Application (User-facing)

- Developed and edited a comprehensive user manual for a mobile app (OWaves)
- Documented core features, troubleshooting guide, user tasks, and FAQs for users
- Collaborated using various tools to brainstorm and finalize content

User Manual for Diagnostics Service Tool

- Wrote a user manual for custom diagnostics tool by collaborating with SMEs
- Translated complex technical inputs from engineers into clear, actionable procedural documentation

API Documentation for Developers/Engineers

- Created complete and clear API documentation to support implementation by developers

- Focused on clarity, structure, and readability for a technical audience

Editing and Style Compliance- Wikipedia Project

- Edited documents to ensure style guidelines compliance, grammatical accuracy, and consistency
- Proofread articles to improve clarity, coherence, and adherence to editorial standards

UX Research and Usability Testing for Documentation

- Conducted usability testing on documentation and design artifacts
- Created supporting visual aids such as diagrams, process flows, and screenshots to illustrate workflows and system interactions
- Collected and incorporated user feedback to improve content structure and information clarity

UX Deliverables for Content Strategy

- Collaborated on UX artifacts such as personas, user journeys, and wireframes to inform documentation structure and content decisions
- Engaged in cross-functional collaboration

Air Filter Service User Manual

- Developed service procedures using DITA architecture in oXygen XML Editor
- Authored step-by-step operational and maintenance procedures

Video Project on Git and GitHub

- Developed a video project explaining Git and GitHub concepts, translating complex technical information into clear explanations for non-technical audience
- Scripted, structured, and edited content to improve clarity, logical flow, and knowledge retention

Tools & Technologies

- Microsoft Office
- Google Workspace
- DITA
- Oxygen XML Editor
- MadCap Flare
- Asciidoc
- Markdown
- HTML
- Git
- GitHub
- Jira
- Confluence
- Adobe Creative Suite
- Figma
- Lucidchart