

Bharath R

AI Product & MCP Server Docs · API & Developer Docs · Docs-as-Code
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PROFILE

Technical documentation lead owning developer portals and help centers end-to-end — information architecture through publishing. Documents REST APIs, SDKs, and product features; recent work covers MCP servers and AI agents. Builds docs-as-code automation in Python and GitHub Actions so docs ship with every release. Background spans business analysis and web & e-publishing project delivery.

EXPERIENCE

Senior Technical Writer

Sep 2024 – Present
Blueshift · Pune · Hybrid

- Sole owner of Blueshift's docs — developer portal (ReadMe) and help center (Zendesk): API references, event schemas, SDK docs, help content, and onboarding for an AI marketing automation platform.
- Documented the Blueshift MCP server for the US and EU regions — tool reference, plus setup and configuration guides for Claude, Claude Code, and Codex.
- Led documentation for Launchpad and Blueshift's AI agents, covering non-deterministic AI behavior, model limitations, prompt guidance, and fallback flows throughout the beta rollout.
- Built an API Documentation Generator (Postman Collection → OAS3 → ReadMe-ready Markdown via Python CLI and GitHub Actions) and a Google Docs → Zendesk release-notes pipeline, keeping docs in sync with every release.

Senior Technical Writer

Aug 2023 – Aug 2024
Ninja Van · Hyderabad · Hybrid

- Built documentation infrastructure from scratch — standards, content ownership, and publishing workflows — for a large-scale logistics platform across six Southeast Asian markets.
- Authored REST API references and integration guides that directly supported enterprise client onboarding and third-party logistics partner integrations.

Lead Technical Writer · Business Analyst

Oct 2020 – Jun 2023
Agilysys · Chennai · Hybrid

- Dual role across documentation and product analysis — requirements, user stories, API references, functional specs, and end-user guides delivered across agile sprints.
- Served both developer and end-user audiences for enterprise hospitality software (PMS, POS, guest experience) — bridging technical depth with usability.

Technical Content Writer

Jan – Sep 2020
ATC · Chennai · Hybrid

- API documentation and product feature content alongside development teams; contributed to wireframe reviews and content QA.

EARLIER CAREER

Freelance Technical Content Writer	Self-employed	2019 – 2020
Lead Manager, Content Development	Lumina Datamatics	2019
Content Writer	SPI Global	2016 – 2019
Manager, Web Development & E-Publishing	TNQ Books & Journals	2009 – 2016
Customer & Operations Roles	Citigroup · Country Vacations	2006 – 2009

SKILLS

AI Docs & Automation MCP servers · AI agents · Python · Git · GitHub Actions · OpenAPI/OAS3 · Docs CI/CD · HTML · CSS · JavaScript · SQL
AI Tools Claude · Claude Code · Codex · ChatGPT · Gemini — validation & authoring workflows
API & Developer Docs Postman · REST APIs · Webhooks · JSON · cURL · Swagger
Docs & Authoring ReadMe · Zendesk · Markdown · MadCap Flare · RoboHelp · DITA/XML · AsciiDoc · Google & Microsoft style guides
Project Tools Jira · Azure DevOps · Confluence