

Akaash Amalraj

Senior Technical Writer

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SUMMARY

Technical writer and information developer with 8+ years of experience documenting developer-facing, admin-facing and operations-facing surfaces for complex, regulated financial and enterprise software. Currently the sole technical writer for PayPal World, owning the full documentation lifecycle, from API references and integration guides to dispute SOPs and partner communications. Known for ramping up quickly on new domains, mentoring writers, and using generative AI daily to improve documentation quality and speed.

EXPERIENCE

Senior Technical Writer, PayPal World · PayPal

June 2025 – Present

- Sole technical writer for PayPal World, a cross-border wallet network connecting NPCI (UPI), PayPal, M-Pesa, Mercado Pago and WeChat Pay.
- Ramped up on the financial, regulatory and technical basics of a new product and became its sole documentation owner soon after joining.
- Authored close to 20 integration guides and around 30 partner-facing emails with Design, Legal, Compliance and partner implementation teams.
- Documented about 25 API endpoints end to end, validating accuracy with engineers and testing guides with QA before publishing.
- Created Admin Portal and Participant Portal user guides, and the configuration guides participants complete during onboarding.
- Worked with the network rules team to help frame the rules all PayPal World participants must follow.
- Authored dispute guidelines, and SOPs covering disputes, settlements, transaction monitoring and fraud monitoring.
- Documented OAuth 2.0 and API key management flows.
- Created and own the documentation style guide for PayPal World developers, and built custom Cursor rules that enforce it.
- Publish docs as code (VS Code, Cursor, Git, PRs) to a participant-only Stoplight portal, test APIs in Postman, and track issues in Jira.
- Collaborate daily across San Jose, Chicago, Singapore and India. Power user of Claude Code and Codex.
- Documentation supported PayPal World's public launch and directly enabled participant integration.

Senior Technical Writer · Kissflow

November 2021 – June 2025

- Authored 200+ API references and SDK integration guides across 30+ releases, keeping help docs, API references and UI content 100% consistent.
- Wrote authentication docs (OAuth 2.0, API keys), risk and compliance content, and Okta SSO integration docs.
- Built a modular, version-controlled documentation architecture in Git and Markdown for content reuse.
- Set up documentation reviews with engineering that resolved 25+ high-impact technical issues.
- Managed and mentored two junior technical writers.
- Led localization workflows with Crowdin across multiple languages.
- Produced most of Kissflow's customer-facing video library with Camtasia and HeyGen.
- Received the Technical Writing Rockstar Award for documentation best practices and mentoring.

Technical Documentation Specialist · White Mastery Systems Pvt. Ltd.

January 2021 – November 2021

- Developed a documentation strategy for complex SaaS products, producing 20+ in-depth guides and API docs.
- Introduced structured content principles and modular, reusable components.
- Reduced technical support queries by 25% through thorough troubleshooting documentation.

Technical Communication Associate · Lammaali Impex June 2018 – January 2021

- Created technical specifications and product documentation for industrial equipment.
- Established documentation standards for communication across teams and managed documentation for international clients.

Technical Documentation Intern · Everest Stabilizers Private Limited 2017 – 2018

- Documented API integrations and backend functionality, and created sales portal docs that improved channel partner onboarding.

SKILLS

Documentation	API references, SDK/integration guides, release notes, user, admin and configuration guides, troubleshooting, KB articles, SOPs, dispute docs, style guides, in-product content, partner communications
Docs as code	Git, GitHub, VS Code, Cursor, PR-based reviews, Markdown, Stoplight, Docusaurus
API tooling	REST, JSON, OpenAPI/Swagger, API spec authoring, Postman
Generative AI	Claude Code, Codex, Cursor (including custom rules)
Structured authoring	DITA, Oxygen XML Author, MadCap, Acrolinx
Security & compliance	OAuth 2.0, API key management, Okta SSO, risk and compliance docs, SDLC/DDLC, threat modelling
Finance	Cross-border payments, wallet interoperability, disputes, fraud and transaction monitoring
Other tools	Jira, Confluence, Crowdin, Camtasia, HeyGen, Lucidchart, Visio, MS Word templates, Excel
Languages	English and Tamil (full professional), Telugu (native), French (elementary); Python, Ruby, HTML

EDUCATION & CERTIFICATIONS

B.E., Computer Science, Loyola ICAM College of Engineering and Technology, Chennai · 2014 – 2018

Python for Everybody (Coursera) · Ruby on Rails Workshop (FSFTN) · Digital Marketing (Udemy)