

Hridyesh Bisht

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PROFESSIONAL SUMMARY

Technical writer and content engineer focused on developer documentation, documentation automation, cloud-native technologies, AI/LLM tooling, and open-source ecosystems. Experienced in building documentation workflows, identifying knowledge gaps, developing training content, and using feedback and automation to improve documentation quality and efficiency.

WORK EXPERIENCE

Dash0, Content Engineer [Remote, India]

Aug 2026 - Present

- Build documentation pipelines and automation, reducing manual effort by 20%.
- Analyze documentation to identify knowledge gaps and implement targeted improvements that improve content coverage and usability.

SUSE, Technical Knowledge Specialist [Bengaluru, India]

Mar 2024 - Aug 2026

- Create documentation for open-source cloud-native solutions, including Rancher Fleet and SUSE NeuVector.
- Build LLM-based tools to automate repetitive content tasks and identify documentation gaps.
- Contribute to the MCP SUSE solution, focusing on the SUSE Documentation MCP agent.
- Analyze feedback data to address documentation gaps, increasing positive feedback by 40%.
- Automate documentation workflows with GitHub Actions, increasing efficiency by 20%.

OutSystems, Technical Knowledge Specialist [Bengaluru, India]

Sep 2022 - Mar 2024

- Create documentation and training courses for monitoring, external integrations, workflows, and serverless infrastructure.
- Analyze feedback data to address documentation gaps, increasing positive feedback by 15%.
- Automate documentation validation with GitHub Actions, increasing efficiency by 30%.

Global Payex, Software Engineering Trainee - Java [Mumbai, India]

Jun 2022 - Sep 2022

- Integrated Apache Kafka pipelines with AWS cloud services to optimize remittance advice (AR) processing, reducing data processing time by 20%.

OPEN SOURCE CONTRIBUTION

SigNoz, Open Source Freelance Technical Writer/Reviewer

Aug 2024 - Jul 2025

- Write technical blogs on monitoring and tracing in SigNoz, cloud infrastructure, and serverless infrastructure.
- Review technical documentation and mentor junior technical writers.

AsyncAPI, Google Summer of Documentation

May 2023 - Jan 2024

- Developed open-source documentation focused on server configurations, reusable components, and complex schemas.
- Created educational content on AsyncAPI specifications in Killercoda, expanding learning resources for developers.

TECHNICAL SKILLS

- **AI & Developer Tools:** LLMs, AI agents, MCP, GitHub Actions, CI/CD
- **Languages & Tools:** Python, Go, Java 11, SQL, Apache Kafka, Apache NiFi, AsyncAPI, OutSystems Developer Cloud (ODC), SigNoz, Grafana
- **Cloud & Data:** AWS, Azure, Google Cloud, Oracle, RDS, Aurora, DynamoDB, S3, PostgreSQL, Redshift, MongoDB, Google Analytics
- **Libraries & Frameworks:** OpenTelemetry, Pandas, NumPy, Seaborn, Matplotlib, Flask, Boto3, Airflow, LocalStack

PROJECTS

- Developed a personality prediction analysis API using Flask, with AWS S3 for binary data storage and AWS Lambda for hosting; built machine learning models in AWS SageMaker using training data scraped from Reddit.
- Built an encryption/decryption application for secure file transfer, supporting six encryption types.

EDUCATION

Bachelor of Technology in Information Technology, Symbiosis Institute of Technology

- **Relevant coursework:** Software Engineering, Data Structures & Algorithms, Artificial Intelligence, Computer Networks, Statistics, Big Data Analytics. CGPA: 8.0/10 (3.4/4 GPA)

CERTIFICATIONS

- AWS Certified Solutions Architect - Associate and AWS Certified Cloud Practitioner.
- OutSystems Certified Cloud Developer.
- Designing REST APIs and Building REST APIs with OpenAPI specification.

COMMUNITY & AWARDS

- AWS Community Builder; recognized as a Top 8 Technical Content Creator in 2022 among 1,500 people.
- GDG Lead for my community chapter.
- Reviewer for AWS for Non-Engineers by Hiroko Nishimura, published by Manning Publications.
- Speaker at technical conferences including Write the Docs Berlin 2026, SUSECON Prague 2026, GitTogether meetups, and the AsyncAPI conference.
- Selected among the Top 35 people in the Document360 Global Writers Awards 2025 for technical writing.