

Divya Bhushan

Lead Technical Writer

Cloud and AI security | networking | cybersecurity |

Use AI to optimize team's outcomes

Prisma AIRS AI Runtime Security: Administrator Guide | REST APIs | SDK | CLI Documentation

- Mentor writers, optimize content workflows, and drive technical quality standards.
- Blend technical expertise with people leadership to enhance processes and align documentation with product and business goals.
- Advocate for documentation needs, lead toolchain adoption, and foster a culture of continuous improvement.

Skills

Leadership and Process Management: Mentoring, performance inputs, project planning, risk assessment, work delegation, cross-functional collaboration, documentation, and process improvements.

Programming: GraphQL, React JS, Java basics (OOP), Shell Scripting, Python

Operating Systems: Linux, Unix, Windows

Databases: Oracle, IBM DB2, MySQL, MS SQL Server

Software Methodology: SCRUM, Agile, DevOps, SDLC, DDLC, Engineering Principles and Practices

Virtualization: Oracle VM Box

Containerization: Dockers, Kubernetes

Version Control: Git, GitLab

Static Site Generator: Docusaurus2, GitBook, gh-pages

Tools/Frameworks: GitHub, Jira, DITA, Markdown, Visual Studio Code, SQL Developer

B.E in Electrical & Electronics (2004)

[My Portfolio](#)



[LinkedIn](#) | [GitHub](#) | [Medium](#)

Professional History

- Lead Technical Writer - Prisma AIRS AI Runtime Security (Network | REST APIs)@[Palo Alto Networks](#)** July 2023 - Present
 - * Lead documentation strategy and Information Architecture (IA) planning for Prisma AIRS AI Runtime.
 - * Author content used in PoCs and customer demos to boost adoption and reduce support tickets.
 - * Hire, manage, and mentor a team of writers; delegate tasks, provide feedback, and drive content quality through regular reviews.
 - * Optimize the documentation toolchain (Docusaurus, GitLab, Markdown, DITA); create process guides, automate the CI/CD pipeline, and resolve tooling and publishing issues.
 - * Represent the documentation team in leadership forums to secure resources and align priorities with product and engineering.
 - * Cultivate a collaborative, growth-focused team environment that values ownership, empathy, and learning.
- Senior Technical Writer - Cortex (Prisma Cloud)@[Palo Alto Networks](#)** May 2022 - Jun 2022
 - * Design and implement scalable, user-focused Information Architecture for Cortex cloud documentation.
 - * Author admin guides and release notes for Compute (SaaS and on-prem) modules.
 - * Mentored junior writers through knowledge-sharing and tool walkthroughs.
 - * Collaborate closely with product and engineering teams to deliver accurate and high-impact content.
 - * Strengthen feedback loops by building strong working relationships across cross-functional teams.
- Technical Writer@[Devtron](#)** Apr 2022 - May 2022

Product documentation for DevOps/Developers to help them adapt Devtron - a software delivery workflow for Kubernetes.
- Technical Writer@[Hasura](#)** Oct 2021 - Apr 2022
 - * API documentation to build efficient APIs over GraphQL using Hasura.
 - * Authored MS SQL Server tutorial for API developers.
 - * Contributed to docs migration from Sphinx (*.rst) to Docusaurus (*.mdx, React) static site generator.
- Technical Writer@[Lumel](#)** Jul 2020 - Sep 2021

- * Authored Product documentation and implemented a style guide for writing consistent and high quality documentaton on various Lumel products.
- * Successfully executed the migration of documentation from a legacy platform to Docusaurus.

Technical Writer/Trainer@Freelancing

Sep 2013 - Jun 2020

- * Developed topic-based documentation and trained corporates on different technologies.
- * Clients: Oracle, Happiest Minds, Wipro, SLK Software, L & T Infotech, Misys, HP, Schneider Electric, Sony, Mindtree, Oxford Engineering College, Nuware Systems Institute of Technology, B.G.S Institute of Technology, and Apostrofhy.

Technical Specialist@Mindtree

Aug 2009 - Sep 2013

- * Scheduled and monitored automated tasks of file processing, log analysis, and scheduling cron jobs in Redwood Scheduler.
- * Improved processes by automating test cases written in Bash Shell, Perl, and embedded PL-SQL.
- * Performed Root Cause Analysis (RCA) and fixed production errors.
- * Performed administrative tasks on Linux server.
- * Contributed to resolution documents on the billing process flow.

Linux/DB admin@HCL

Sep 2008 - Jan 2009

- * Provisioned production server on Amazon EC2 and deployed official websites' content on it.
- * Installed and configured the LAMP web server on Amazon Linux.
- * Managed MySQL database and scheduled daily backups.
- * Administered Linux server and automated admin tasks using Shell scripts.

Programmer@HCL

Aug 2007 - Dec 2007

- * Administered company's application migration in IBM DB2 and developed administrator guide.
- * Performed Linux server maintenance & automation tasks.

Technical Associate@Dell

Jun 2005 - Dec 2006

- * Resolved Hardware/Software issues and wrote KB articles.
- * Administered Oracle database for CRUD operations.