Divya Bhushan

Email: divya_bhushan@hotmail.com
B.E in Electrical & Electronics (2004)
[My Portfolio](#)

Lead Technical Writer

AI-powered Firewalls in NetSec Software Firewalls

Product Docs, Installation/Admin/User guide, Release Notes, Docs Workflow Automation

Cloud technologies and Cybersecurity concepts

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

Synopsis

I have extensive experience in developing and executing documentation strategies, leading high-impact projects, and optimizing processes. My expertise includes collaborating with cross-functional teams to deliver clear and effective content. I am proficient in programming, databases, operating systems, and modern tools, with a strong understanding of cybersecurity, network security, and firewall management.

Skills

Programming: GraphQL, React JS,Java basics (OOP), Shell Scripting
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, HTML5, CSS, Markdown, Visual Studio Code, SQL Developer, Eclipse EE

Professional History

○ Lead Technical Writer – NetSec Software Firewalls@[Palo Alto Networks](#)

July 2023 - Preser

* Led documentation and infrastructure planning for AI runtime security, and developed a strategic roadmap.
* Streamlined Technical Writers' prioritization and improved skills through targeted feedback and spot-checking.
* Implemented and improved documentation processes, oversaw quality control, and managed tools and standards.
* Use the Swagger framework to define the structure of the API documentation.
* Build docs and maintain the GitLab toolchain for publishing pipeline through troubleshooting and automation.

○ Senior Technical Writer – Prisma Cloud Compute@Palo Alto Networks

May 2022 - Jun 202

* Design and implement Infrastructure Architecture for documentation for a seamless and user-friendly documentation.
* Author Admin Guides/Release Notes for Prisma Cloud Compute(SaaS and On-prem).
* Collaborate with stakeholders including Engineers, Product Managers, and DevOps to improve current documentation.

○ Technical Writer@[Devtron](#)

Apr 2022 - May 202

Product documentation for DevOps/Developers to help them adapt Devtron – a software delivery workflow for Kubernetes.

○ Technical Writer@[Hasura](#)

Oct 2021 - Apr 202

* API documentation to build efficient APIs over GraphqQL 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 202

* 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 202

* 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 201

* 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 and fixed production errors.
* Performed administration tasks on Linux server.
* Contributed to resolution documents on the billing process flow.

Linux/DB admin@HCI
Sep 2008 - Jan 200

* 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 200

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

Technical Associate@Dell
Jun 2005 - Dec 200

* Resolved Hardware/Software issues and wrote technical articles for internal wiki.
* Administered Oracle database (CRUD operations)