

PALLAV RANJAN

Knowledge Management Leader • Documentation Architect • Governance Strategist • Writer • Artist

Washington, DC • Legal Permanent Resident (United States)

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Summary

Government – Private Sector – International Development/Nonprofit senior knowledge management leader and documentation architect with more than thirty years of experience designing enterprise-wide knowledge frameworks, documentation governance, lifecycle documentation, business as usual cycles, standard operating procedures, technical manuals, and digital libraries across government, finance, international development, and cultural institutions. Strong record of transforming fragmented information into clear, structured, compliant, and audit-ready knowledge systems that increase operational clarity and executive decision-making. Recognized for strategic communication, organizational storytelling, message development, and cross-functional communication pipelines that translate complex technical, operational, and policy concepts into accessible, human-centered documentation and narratives. Global cultural and editorial leader with publications, exhibitions, and programs launched by ambassadors, ministers, and Nobel laureate estates.

Core competencies

- Knowledge architecture and systems: IP–MEL framework, governance manuals, lifecycle documentation, business as usual cycles, standard operating procedures, taxonomy, repositories, digital libraries
- Documentation leadership: technical manuals, operational documentation, architecture documentation, process guides, periodicals, user and engineer facing documentation
- Communication achievements: produced 100+ news releases, media features, public statements, and institutional announcements published across national newspapers, television, and partner platforms. Directed multi-region communication campaigns involving government bodies, donors, UN agencies, schools, hospitals, and communities such as Taudaha, Thaiba, and Sankhu. Directed high-profile cultural and public communication events attended by royalty, prime ministers, ambassadors, and other leaders.
- Communication and editorial leadership: strategic communication, executive messaging, organizational storytelling, communication frameworks, editorial direction, cross-team alignment, user-focused design
- Media relations and public communication: news releases, press kits, talking points, executive remarks, reactive statements; campaign and initiative communication: multi-region campaigns, community engagement, public-awareness programs; multi-audience messaging: national and international leadership, policy-region-district (county)-and grassroots level
- Governance and learning: structured communication pipelines, learning pathways, knowledge transfer, orientations, workshops, compliance aligned documentation
- Additional strengths: research, narrative development, cross-cultural leadership, editorial direction, program communication and documentation, arts and cultural initiatives that strengthen institutional storytelling

Professional experience

Government of the District of Columbia, Office of the Chief Financial Officer,
Office of the Chief Information Officer, IT Infrastructure Services Group
Knowledge management lead

Washington, DC • September 2023 to present

Nominated: 2025 innovation award and spot: above and beyond award

Endorsement: “Pallav has contributed significantly to improving ISG documentation and knowledge management.”
— Chief Information Officer, 2024

Enterprise knowledge architecture and governance

- Lead documentation governance for more than thirty information technology infrastructure solutions.
- Designed and authored the IP–MEL framework used in business as usual cycles, lifecycle documentation, solution manuals, and enterprise periodicals.
- Created structured communication pipelines improving clarity across leadership, engineering and operations teams, and customers.
- Built the project documentation system and produced more than twenty project portfolios and built proofs of concept, review reports, and final reports into the structure.
- Prepared twenty-eight business as usual outlines across infrastructure, networking, Azure, VMware, security, storage, and data center operations with evergreen audit aligned cycles.
- Developing the ISG governance manual covering onboarding, offboarding, data access, security procedures, escalation, continuity, and accountability.

Knowledge repositories and enablement

- Designed and launched the ISG digital library transforming content into a structured, searchable institutional repository.
- Built centralized enablement online platform linking business as usual cycles, solution manuals, lifecycle documentation, calendars, and templates.
- Improved cross-team communication through clear, narrative-driven overviews and communication-ready documentation.
- Improved visibility, operational clarity, and documentation pathways for data driven decision making.

Technical documentation leadership

- Developing thirty engineering and operations manuals including architecture, roles and responsibilities, escalation pathways, standard operating procedures, continuity plans, risk maps, and incident analysis pipelines.
- Produced more than one hundred thirty knowledge assets including multi format periodicals (monthly, quarterly, annual), guides, briefs, and communication materials.
- Produced communication materials and messaging frameworks supporting transparency, stakeholder understanding, and smooth organizational adoption.
- Created more than thirty five templates supporting enterprise documentation consistency.

Strategic communication and messaging

- Produced more than fifty communication artifacts: presentations, announcements, alerts used across leadership, engineering, operations, and customer-facing channels.
- Developed message frameworks and communication alignment structures with a detailed SOP supporting institutional initiatives, transparency goals, and change management.

Learning and knowledge transfer

- Designed and facilitated orientations, deep dives, brown bags, webinars, and weekly office hours.
- Built learning hour tracking aligned to the eighty hour mandate for ISG supported efforts.
- Established documentation ownership, performance indicators, and contribution systems.

AI supported productivity

- Readied documentation workflows using responsible artificial intelligence to boost productivity.

JP Morgan Chase

Commercialization documentation and training manager

Wilmington, Delaware • November 2022 to July 2023

Led documentation and training activities supporting the commercialization of financial products and operational capabilities. Met product, engineering, operations, risk, compliance, and legal requirements to ensure clear, accurate, and audit-ready documentation.

Key contributions

- Produced structured standard operating procedures, operational guides, internal knowledge articles, and client-facing materials enabling readiness across business and engineering units.
- Established documentation standards, review cycles, and governance controls improving accuracy, consistency, and version discipline.
- Translated complex business and technical requirements into user-focused documentation supporting adoption of capabilities.
- Developed communication-ready documentation enabling stakeholders to rapidly understand new capabilities and engage with commercialization processes.
- Designed job aids and role-based learning materials enhancing onboarding efficiency and operational consistency.
- Collaborated across product, engineering, and compliance groups to align documentation with risk, legal, and policy expectations.
- Strengthened commercialization readiness, improved clarity across cross-functional teams, and enabled faster, more reliable operational deployment of new financial products.

Spiny Babbler Knowledge Center

Executive director and principal editor writer

Kathmandu, Nepal • 2015 to 2022

Led a major knowledge, communication, and documentation center serving United States, European, and multilateral development partners. Directed governance communication, organizational learning, documentation delivery, and nationwide outreach programs.

Knowledge, governance, and communication leadership

- Directed the development of documentation, communication, research, and training materials for USAID, UKAID, UNICEF ROSA, UNESCO, UNDP, Helvetas, GIZ, and the Netherlands Consulate.
- Led a multidisciplinary team of nearly forty staff across information technology, filmmaking, design, editorial production, and research.
- Worked closely with senior government leadership including the Office of the Prime Minister, Home Secretary, Joint Secretary of Commission for the Investigation of Abuse of Authority, National Vigilance Center, Chairman of the Internal Revenue Service, and President of the Judicial Council.
- Designed and led a major governance communication initiative during a judicial crisis including a nationally televised five episode series on justice and mediation.
- Designed and led multi-audience communication strategies ensuring consistent messaging across government, media, international partners, and community groups.

Major national and international programs

- Directed initiatives funded by the International Labour Organization, United Nations Development Program, UNICEF, World Vision, Save the Children, 92Y New York, the Ford Foundation, Stand Up for Elephants, International Center for Integrated Mountain Development, People in Need, and the One Campaign.
- Delivered governance, environmental, and protection programs across eighty three schools and seven districts with integrated outreach and community engagement components.

Documentation, outreach, and communication impact

- Produced more than one hundred published news releases, articles, features, and media pieces across national newspapers, television, government channels, and international partners.
- Led nationwide messaging campaigns and public-awareness initiatives deployed across schools, districts, and national media outlets. Interventions involved mass communication such as public media, one-on-one interactions with national and district (county) leadership, and grassroots events + direct touch programming involving hospitals, 100+ schools, shelter homes, hospice, whole communities (Taudaha, Thaiba, and others).
- Developed multi-audience communication strategies addressing government leaders, donors, diplomatic missions, media outlets, community groups, and youth audiences.
- Authored proposals, strategic communication papers, media plans, evaluation frameworks, research briefs, and campaign documentation used by international agencies and government bodies.
- Produced a wide portfolio of multi-format communication products including two- and three-dimensional animations, documentaries, websites, manuals, newsletters, high-level reports, and national public messaging materials.
- Maintained strong national media relations resulting in consistent publication and broadcast of communication outputs supporting program visibility and institutional positioning.
- Led nationwide engagement through school programs, cross-regional exhibitions, community forums, and sector communication events.

Arts, literature, and cultural leadership

- Directed cultural projects involving more than twenty countries, ambassadors, Nobel laureate estates, United Nations representatives, and national leaders.

- Led major events including Modern Poets of Europe, the Anthology of Australasian Stories, Young Minds of Twenty Nations, the Swasthani exhibition, and made the largest artwork in the history of Nepal traveling to nineteen regions. Royalty, multiple prime ministers, and other leaders involved.
- Directed two nationwide poetry festivals, the Thamel Art Festival, and more than one hundred cultural programs.

Knowledge consultant

Nepal • 2015 to 2022

Delivered knowledge management, documentation, communication, and evaluation products for Search, VSO International, SAHAJ, MIRA, Ecpat Luxembourg, the Mountain Institute, Asia Foundation, Lumanti, and others.

Early career in editorial and communication

- Nepal • 1988 to 2014
Built foundational expertise in communication strategy, editorial production, multi-format content development, and public-facing messaging. Held senior editorial roles in *Nepal Traveller*, *Shangri-La*, *Nepalese Tibetan Carpet*, *The Nepal Looms*, *Nepal Travel Trade Reporter*, *Adventure Nepal*, *PC Quest Nepal*, *Casino Nepal*, and *Royal Nepal Golf Club Souvenir* and was involved in design, media development, and communication functions.
- 100+ features, interviews, profiles, news releases published. Produced books, manuals, documentaries, animations, websites, and media content.

Leadership in education and community

Chairperson, Evolution High School

Chairperson, the Arts Club

Proprietor, Spiny Babbler Art Gallery

Led nationwide volunteer program involving 1300 contributors from fourteen countries

Technical skills

SharePoint, Jira, Confluence, Microsoft 365, Adobe InDesign, Adobe Photoshop, Premiere Pro, artificial intelligence assisted documentation workflows, documentation systems (standard operating procedures, business as usual cycles, roles and responsibilities, lifecycle documentation), media production (video, animation, photography)

Education

- MIT, DEDP (data, economics, development of policy), ongoing
- St. Xavier's College, Kathmandu — departed after two years to take up a highly competitive editorial post at an international publication house, launching a professional career in media and communication.
- St. Xavier's School, Kathmandu

Selected training

Advanced professional development including Jira (Simon Sez), Tech Writers Master Class (Janet Underwood), document management best practices (Tish Chungoora), Microsoft Word Specialist training (Philip Burton, Kyle Pew), communication for technical professionals (Chris Fenning), Adobe Photoshop advanced coursework (Daniel Walter Scott), ITIL4 service management (Jason Dion), cybersecurity, AI for presentations, artificial intelligence risk, Copilot for Government (Microsoft/OCTO), Microsoft Power Platform and Security Fundamentals, Azure AI/Data/Security/Fundamentals (Microsoft), risk management and ethics (OCFO), plus multiple security trainings through JPMC and OCFO. University-level coursework completed through University of Amsterdam (Communication Science), UC Berkeley (English Grammar & Essay Writing), University of Geneva (International Organizations Management), and Johns Hopkins University (Data Scientist's Toolbox, distinction).