BANU A
Technical Writer

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Profile Summary

- Dedicated and experienced technical writer with over six years of experience authoring high-quality documentation and editing diverse content.
- Accustomed to a high level of responsibilities, including creating content for the company's website.
- Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy.

Experience

TECHNICAL WRITER | E-Con Systems India Pvt. Ltd | AUGUST 2022 – PRESENT

- Created all end-user guides for several products with minimal input by coordinating with SMEs, product managers, and the marketing team using JIRA and Confluence.
- Reduced document review time by 90% by implementing an efficient management strategy, leading to a more streamlined review process and increasing team productivity by 50%
- Successfully maintaining a comprehensive database of over 200 technical manuals
- Prepared user-engaging technical blogs, troubleshooting guides and FAQs, monthly newsletter, info-graphics content, brochures, standee content, web page content, hub page content, and overview content for different products
- Single-handedly authored a comprehensive training user manual for SMEs using Snagit
- Handled product demo presentations, training presentations, and weekly/monthly product documentation planning

Sample Project

[How to Upgrade Your Camera to NVIDIA® JetPack 6.1 and Why it matters? - e-con Systems](#)

TECHNICAL ANALYST | DOMEXE-DATA PVT. LTD| OCTOBER 2017 – JULY 2022

- Prepared user manual and guide for hardware and software products using MS Word, Adobe RoboHelp, MS Visio, and Snagit.
- Familiar with DITA, Agile, Scrum, and DDLC methodologies.
- Developed high-quality web content
- Read, edited, and analyzed various technical documents, including patents, publications,
- manuals, and research documents.
- Engaged with cross-functional team to maintain consistency and meet compliance with industry-standard
- Coached non-writers to improve their writing skills

Certification

- API Documentation Fundamentals
- Extensive knowledge of tools:
  - Adobe RoboHelp
  - Adobe FrameMaker
  - DITA XML
  - Oxygen Xmetal
  - MS Word

- Accessible UX writing from Udemy

Technical Skills

- Jira
- Confluence
- Snagit
- Content management system
- Adobe Reader

Soft Skills

- Proofreading
- Exceptional time management skills and ability to meet deadlines
- Excellent interpersonal and communication skills
- Collaboration skills
- Quality assurance
- Multitasking

Education

QUALIFICATIONS	BOARD/UNIVERSITY	YEAR	INSTITUTION	PERCENTAGE
B.E (Electronics & Communication Engineering)	Anna University	2017	Veltech Engineering college, Avadi.	74.4%
Higher secondary certificate	Tamil Nadu Matric Board	2013	Sri Venkateshwara Mat. Hr. Sec. School, Thirumullaivoyal.	89.66%
Secondary school leaving certificate	Tamil Nadu Matric Board	2011	Sri Venkateshwara Mat. Hr. Sec. School Thirumullaivoyal.	91.8%

Language

- English
- Tamil