

# GAGAN SINGH

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## Professional Summary

Qualified Technical Writer with over four years of experience in content creation, documentation management, and governance across multiple domains, including Application Security, Public/Private Cloud, Salesforce, Testing, LMS, and Cloud Telephony. Adept at creating user-centric documentation with strong analytical, writing, and cross-functional collaboration skills.

## Work Experience

### ArmorCode Inc. (October 2024 – Present)

#### Technical Writer

- Working on Application Security Posture Management (ASPM) and Risk & Compliance documentation for the ArmorCode platform.
- Created and maintained API documentation, user guides, and integration setup instructions for platform modules.
- Authored Release Notes, product updates, and in-app content, ensuring clarity and accuracy.
- Collaborated cross-functionally with Product Managers, Engineers, and Support teams to align documentation with release cycles.
- Managed and updated articles on ArmorCode Support Portal (Zendesk) and internal doc libraries.
- Improved content organization and consistency across documentation by standardizing templates and terminology.

### Provar Testing (October 2022 – October 2024)

#### Technical Writer

- Worked on products such as Provar Automation and Provar Manager.
- Trained in Salesforce Administrator and Provar Automation testing tools.
- Created User Manuals and Installation Guides for various plugins.
- Published timely product Release Notes and Help Pages.
- Created and managed WordPress-based Knowledge Articles.
- Supported Customer Support teams with client-facing documentation.

## **Real Time Data Services Pvt. Ltd. (November 2019 – October 2022)**

### **Information Developer**

- Worked on products such as Acefone, Servetel, ACE Cloud Hosting, and TATA Smartflo.
- Created User Manuals, SOPs, and Software Documentation.
- Managed Release Notes, Patch Releases, and Bug Fix Documentation.
- Prepared FAQs, Video Tutorials, and API Documentation with demo samples.
- Worked with Agile Scrum teams to streamline documentation delivery.
- Created Infographics, Wireframes, and Network Diagrams for technical content.
- Conducted R&D documentation, peer reviews, and contributed to marketing blogs.
- Mentored new writers and developed an LMS for telephony agents.

## **Accenture (April 2019 – September 2019)**

### **Application Development Associate**

- Designed, built, and configured applications to meet business requirements.
- Trained as a Java Resource with exposure to business and functional analysis.

## **Skills**

Git · JIRA · Confluence · Markdown · Camtasia · WordPress · Salesforce Administrator · Zendesk · MS Office

## **Education**

### **Guru Gobind Singh Indraprastha University (2013 – 2017)**

Bachelor of Technology, Computer Science – 66%

### **Central Board of Secondary Education (2012 – 2013)**

Senior Secondary, Science – 80%

## **Projects**

### **GrimCry**

- An interactive Virtual Reality adventure game modeled after the college campus.
- Led the team and published the game on the Google Play Store.

### **AR Mela**

- Developed an Augmented Reality-based carnival game as part of a Reliance Corporation pilot.
- Deployed the experience for the JioGlass platform.