Jorge Eduardo Campos García

Technical Writer • Software Documentation • SDLC & QA Collaboration

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PROFESSIONAL SUMMARY

Technical Writer with experience across SaaS and regulated environments. I create clear, user-focused documentation across the software development lifecycle (requirements, user guides, online help, release notes), partnering with PM, Dev, and QA to improve product understanding and supportability.

SKILLS

Docs-as-code (Markdown, GitHub)   Online Help & Knowledge Bases   User Guides & Release Notes

SDLC Collaboration   Agile/Scrum   CMS & Workflow Automation   UML   SQL   SAP   Visio

MATLAB   Adobe / MS Office   Photoshop   Spanish (Native)   English (Advanced)

Japanese (Intermediate)

EXPERIENCE

Technical Writer — ITJuana

2023–Present

- Produce internal and external software documentation for diverse client projects.
- Integrate documentation with the SDLC; track requirements via GitHub Issues and PRs.
- Partner with QA to surface common issues and expand online help/FAQ coverage.
- Prepare documentation for release, ensuring accuracy, completeness, and consistency.

Technical Writer — Incfile

2021–2023

- Created user guides, FAQs, and help articles for a SaaS platform, improving self-service.
- Streamlined authoring-to-publication using automation and CMS workflows.
- Collaborated with developers to surface real-time examples from the backend in docs.
- Ran user feedback sessions to improve readability, navigation, and content usefulness.

Technical Writer — Kutir Corporation

2020–2021

- Produced content for web/mobile inventory applications to enable intuitive product use.

- Aligned docs with UX principles; collaborated closely with designers and engineers.
- Participated in Agile ceremonies (sprints, stand-ups, retros) to keep docs current.
- Scheduled and published updates in step with release cycles via CMS automation.

Technical Writer — TATA Consultancy Services

2017–2020

- Wrote/edited user manuals and software documentation for new features and upgrades.
- Authored SOPs for medical-device programs aligned with ISO standards and FDA regulations.

EDUCATION

Software and Network Design Engineering (B.S.) — Universidad del Valle de México, 2022–2025 (in progress)

Chemical Engineering (B.S.) — Universidad de Guadalajara, 2014–2019

Cyber Security Specialist — ICOHS College, San Diego, CA (specialized vocational training with hands-on labs), 2024–Present

ISTQB Certified Tester — Foundation Level (CTFL). –2024

PROJECTS

Vecino Seguro — GitHub
Community reporting app (open-source). Responsibilities included documentation and repo maintenance.

ADDITIONAL INFORMATION

- Eligible to work remotely across time zones; comfortable collaborating in English and Spanish.
- Interests: developer experience (DX), docs automation, and content design.