



TECHNICAL WRITER

# POOJA PORWAL

## CONTACT DETAILS

Mobile: +49 15166359248

Linkedin: <https://www.linkedin.com/in/porwalpooja>

Email: [poojaporwal20@gmail.com](mailto:poojaporwal20@gmail.com)

Regensburg, Germany

## PERSONAL PROFILE

A Technical Writer and SAP Security Consultant with a total 5.8 plus years of hands on experience in creating different artefacts like training tutorial, articles, How-To's on a technical product.

## SKILLS

- Technical Writing
- Content Management
- Strong attention to detail
- Product Training
- BMC Remedy, Jira
- Gitlab
- HTML,CSS

## OTHER SKILLS

- The ability to work calmly and productively in periods of high demands or stress, to achieve outcomes smoothly and efficiently.
- The ability to listen to my stakeholder patiently.
- Excellent verbal and written communication.

## ACADEMICS

- Master of Computer Application
- Bachelor of Computer Application

## PROFESSIONAL HISTORY

### TECHNICAL WRITER

#### Knowis- AG | MAR 2022- Present

- Created FAQ, Blog Posts, How-Tos, hands on training material.
- Proposed enhancements and Improvements on uplifting the content.
- Collaboration with the Product Team and Sales team to identify new requirement and creating content.
- Owning the content of the infrastructure to stay updated with the product release.
- Conducted Agile Rituals internally in the team like scrum review and retrospective.
- Conducted various reviews with the external stakeholders.

### JUNIOR TECHNICAL WRITER

#### Knowis- AG | Dec 2021- Mar 2022

- Designed the infrastructure to enable a customer.
- Create tutorials and e-learning courses to enable customer to use a Product.
- Works and coordinates with project leadership to identify new requirements.
- Experience of writing technical documents on product features.
- Conducted various Product Training.

### INTERNSHIP

#### Knowis-AG | Jun 2021- Nov 2021

- Become a product expert.
- Identified the gaps and created a new learning path for the enabling of customer and internal colleagues.

### SAP SECURITY CONSULTANT

#### Hindustan Unilever | Sep 2015- Oct 2018

- Implementation of a new security role for Solution Manager.
- Experienced in working on Go-Live, Post Go-Live, Production Support, Security Re-design.
- Conducted various End User Training and involved in UAT.