


RUPARNA DHAR

Pune, India

📞 +91 8638216890 ✉ work.ruparna@gmail.com  [ruparna-dhar](https://www.linkedin.com/in/ruparna-dhar)

Education

VIT University Bhopal

B.Tech in Computer Science & Engineering (CGPA 7.85)

Aug 2017 - May 2021

Bhopal, India

Skills

Technical: API Documentation, Cloud API, JavaScript, HTML, Data Analytics, Confluence, Git, HTML/XML, CMS.
Others: AWS, Problem Solving, People-management, Research, Editing, Collaboration, Scripting, VS Code.

Experiences

Originalitea

Technical Writer

Jan 2024 – Jun 2024

Assam, India

- Directed technical writing for developers at Originalitea, utilizing **HTML, CSS, & XML** to produce clear & comprehensive documentation of product features & APIs, ensuring seamless integration and streamlined development workflows.
- Developed stakeholder documentation using **Jira**, achieving a 40% improvement in clarity and completeness.
- Applied DevOps principles with **CI/CD** methodologies to streamline **API documentation** for the brand.
- Conducted **regular reviews** & updates of technical documents to ensure accuracy, increasing document reliability by **18%**.
- Maintained product descriptions leveraging **HTML/XML** for visually appealing & responsive web content.
- Gathered data from **PLM, R&D, & Test teams** to facilitate the timely creation & delivery of technical publications.
- Worked with developers, analysts & operations to produce and maintain **User & API Developer Guides**.

Fiserv

Technology Program Analyst

Aug 2021 – Oct 2023

Pune, India

- Developed comprehensive technical documentation for **Clover's Cloud APIs**, networking protocols, & security features, ensuring alignment with product updates & releases through collaboration with cross-functional teams.
- Collaborated with Subject Matter Experts** to create & maintain comprehensive documentation for the Clover product.
- Led Clover's API Documentation** to standardize documentation templates, resulting in improved readability and consistency.
- Authored **Process Design Documents (PDDs) & Solution Design Documents (SDDs)** for the bots developed at Fiserv, ensuring accuracy, & alignment with project requirements and stakeholder expectations.
- Communicated in **planning, scheduling, & tracking documentation** work to meet product release dates.
- Developed procedural documentation for complex technical processes**, resulting in a 12% reduction in user errors.
- Conducted peer reviews** of technical documentation authored by fellow writers, ensuring adherence to style guidelines and enhancing overall quality and clarity of content.
- Developed user technical manuals for Clover, **reducing support call volume by 20%** & enhancing the user experience.

Well Heard

Technical Writer

Jan 2021 – Jul 2021

Assam, India

- Created compelling written & visual content **using HTML5 animations & Adobe Edge Animate**, consistently aligning with Well Heard's brand voice and Google's style guide.
- Collaborated with the marketing team to create engaging content, resulting in a **15% increase** in online engagement.
- Crafted digital content according to the brand's **style guide in HTML5 & CSS3**, ensuring responsive web designs.
- Collaborated with cross-functional teams** to create procedural documentation, causing 15% decrease in support tickets.
- Interviewed 300 users** to acquire accurate feedback that led to 30+ process improvements.

Achievements

- Authored the final Report Document for Clover's** highly anticipated launch in the Indian market including technical specifications, operational procedures, & workflow diagrams.
- Led technical writing-focused initiatives** for Fiserv's YoPro India chapter, fostering growth & collaboration.
- Published author of "Imaginación"**, a book of poetry with **3000+ sold copies**.
- Created an impactful YouTube channel, **leveraging strong video editing & content creation skills** to deliver engaging technical content and foster audience engagement.

Courses & Certifications

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| * Certified in Google Technical Writing Course | 2024 |
| * MIT OpenCourseWare - Technical Writing | 2024 |
| * LinkedIn Learning - Writing in the Sciences | 2023 |
| * AWS Certification on Fundamentals of IoT & Machine Learning | 2020 |
| * Internshala - French Language Training | 2020 |