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ABOUT MYSELF

- 3 years of experience in technical writing, specialising in creating guides, product overviews, datasheets, manuals, and web content for hardware products, along with internal process documentation such as HR SOPs, and developing instructional demos and clickthrough videos for software products.
- Create persona-specific tooltips, talking points, and screen descriptions for demo scenarios, enhancing clarity, intuitive navigation, and role-based storytelling across complex enterprise workflows.
- Train customer executives on demo scenarios, workflows, and underlying technical aspects to enable them to confidently present and explain solutions to customers and partners during both pre-sales and post-sales engagements.
- Collaborate with senior writers, cluster leads, engineers, platform teams, and AI specialists to gather and validate technical inputs; actively participate in stand-ups and design reviews to ensure documentation accuracy and alignment with project goals.
- Skilled in Docs-as-Code workflows using Markdown and GitHub, maintaining version-controlled documentation for seamless collaboration and efficient content updates.
- Developed and published technical content for products from over 500+ suppliers across multiple categories, including circuit protection, connectors, embedded systems, electromechanical devices, enclosures, optoelectronics, wire and cable, LED lighting, passive components, memory and storage, power, RF and wireless, industrial automation, semiconductors, and sensors.
- Authored a comprehensive article on diamond semiconductors, demonstrating strong research capabilities and the ability to distil complex technical concepts into clear, accessible content.
- Designed engaging and informative learning courses for internal platforms, including writing video scripts to support continuous professional development and enhance employee skillsets across technical domains.

WORK EXPERIENCE

🏢 *SAP Labs India* – Bengaluru, India

City: Bengaluru | **Country:** India

Junior Technical Writer

[14/09/2024 – Current]

- Collaborate with cluster leads, developers, and designers to define documentation needs, visualize content using sitemaps and hierarchies, and create clear, user-focused documentation through active teamwork.
- Enhance user experience by crafting persona-specific screen descriptions, tooltips, and talking points for demo scenarios, ensuring clarity and intuitive navigation.
- Ensure SmartLink, offline, and online demo readiness while maintaining consistent demo logic and a cohesive storytelling flow.
- Participate actively in Agile stand-ups to keep documentation workflows aligned with development progress and project objectives.
- Routinely test demo scenarios to ensure stable performance, proactively identify and report issues, and contribute to smooth operations through regular, iterative enhancements.
- Support internal and external stakeholders during pre-sales activities by delivering targeted documentation and technical expertise.
- Support other projects during resource crunches, escalations, or challenges.

- **Tools: Saleo, Synthesia, Jira, Azure DevOps, SnagIt, Microsoft Outlook, Microsoft Teams**

🏢 *Mouser Electronics India* – Bengaluru, India

City: Bengaluru | **Country:** India

Product Content Specialist

[22/06/2022 – 11/09/2024]

- Managed and curated product content on company websites, including microsites, detailed features, supplier landing pages, and other technical spotlights.
- Engaged with supplier managers and design engineers to extract relevant technical information and convert it into unique, SEO-friendly, and well-structured content.
- Developed datasheets and product overviews for both new and existing products.
- Ensured consistency and quality in all content by strictly adhering to the company's editorial and style guidelines.
- Crafted content with a strategic focus on technical details and environmental regulations, aligned with the needs of engineers and students.
- Conducted peer quality assurance assessments to uphold high standards of accuracy, consistency, and clarity in technical content.
- Created technical visuals such as block diagrams, application circuit diagrams, pin configuration diagrams, dimensional drawings, and part number tables to ensure clarity and precision.
- Designed and authored engaging learning courses for the company's internal platform, including writing complete video scripts to support employee training and professional development.

- **Tools: Adobe Workfront, Snagit, Grammarly, Replay Media Catcher, Adobe Acrobat, UKG Kronos, Brightcove Video Cloud, Microsoft Word, Microsoft Excel**

- Collaborated closely with product creators (Crowd Supply) to provide comprehensive strategic guidance and editorial support, ensuring the successful presentation and marketing of their products.
- Crafted and refined engaging marketing content that resonated with target audiences, highlighting the unique aspects of each project and maximising its appeal.
- Leveraged a deep understanding of the hardware industry to curate and present projects that appealed to both niche communities and mainstream markets.

- **Tools: Markdown, GitHub**

EDUCATION AND TRAINING

B-Tech in Electrical & Electronics Engineering

Govt Engineering College Wayanad [07/08/2017 – 15/11/2021]

City: Mananthavady | **Country:** India | **Website:** https://www.gecwyd.ac.in/ | **Level in EQF:** EQF level 6

MY SERVICES

Expertise Areas

Demos • Datasheets • SEO Content • User Manuals • Blogs • Articles • Product Overviews • Installation Guides • Press Releases • Video Scripts • Tutorials • API Documentation • UI/UX Writing • Learning Materials and Training Courses

SKILLS

Requirement Gathering & Analysis / Content Strategy / Compliance and Standards Adherence / Localization and Globalization / Audience Adaptation / Single Sourcing / Editing and Proofreading / Agile Methodology / Corporate Communication / AI-Assisted Documentation

TOOLS

Tools/Technologies

HTML, DITA, Oxygen XML Author, Figma, StackEdit, Notepad++

LANGUAGE SKILLS

Mother tongue(s): Malayalam

Other language(s):

English
LISTENING C2 **READING** C2 **WRITING** C2
SPOKEN PRODUCTION C2 **SPOKEN INTERACTION** C2

Hindi
LISTENING C1 **READING** C1 **WRITING** C1
SPOKEN PRODUCTION C1 **SPOKEN INTERACTION** C1

Kannada
LISTENING B1 **READING** A1 **WRITING** A1
SPOKEN PRODUCTION B1 **SPOKEN INTERACTION** B1

Tamil
LISTENING C2 **READING** B1 **WRITING** A2
SPOKEN PRODUCTION C2 **SPOKEN INTERACTION** C2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user

CERTIFICATIONS

Technical Writing Specialization

LinkedIn Learning: SEO Content Writing, Quick Start Guides, White Papers, and Case Studies

HONOURS AND AWARDS

[03/01/2024] Mouser Electronics India
Rising Star Award – Q4 2023
Recognized for receiving excellent feedback from suppliers for high-quality product content.

[07/07/2024] Mouser Electronics India
Rising Star Award – Q2 2024
Awarded for authoring a well-received article on diamond semiconductors.