Arooj Arshad

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Education

National University of Computer and Emerging Sciences (NUCES)   Islamabad, PB
Bachelors in Computer Science, GPA: 3.20   May 2020
Relevant Coursework: Compiled and presented a research paper on 'mining dynamic social networks by summarizing large graphs and extracting patterns from them using APIs'.

Beaconhouse School System   Islamabad, PB
Graduated with high honors: O' levels (7 A's) and A' levels (3 A's)   May 2015

Experience

N3O (Madyan Technologies)   Remote
Technical Documentation Writer   July 2023 – Present

- Researched and developed customer-facing CRM documentation (user guides) in accordance with the Docs as Code workflow (Git and Markdown) .
- Ensured accuracy and consistency across all documentation through regular updates and version control, resulting in a 50% reduction in documentation errors.
- Collaborated with cross-functional teams to gather technical information and translate it into user-friendly content.

APIMatic   Islamabad, PB
Technical API Documentation Writer   September 2021 – January 2023

- Authored and maintained comprehensive API documentation, including endpoints, authentication methods, request/response examples, and error codes.
- Worked closely with API developers and product managers to gather technical requirements and ensure documentation accuracy and completeness.
- Created technical blogs, integration tutorials, case studies and "getting started" content using Docs as Code approach to help developers quickly understand and use APIs.

Alachisoft   Islamabad, PB
Technical Content Writer   October 2020 – September 2021

- Created technical blogs, developer documentation and case studies on different distributed caching techniques.
- Worked with engineering teams to develop internal guides involving Kubernetes, Docker and Red Hat OpenShift.
- Assisted and wrote multiple Java and C# code samples for developer documentation.
- Produced SEO-optimized content (including social media posts) that increased blog + post traffic by 40%.

Skills & Interests

Technical: Formatting tools (Markdown, HTML/CSS), **API Documentation tools (**Swagger/OpenAPI, Postman, Docusaurus**), Version Control (**Git, GitHub Pages, CLI, Visual Studio Code, CI/CD**), Visual Content (**Draw.io, Lucidchart**), Content Management (**Google Docs, Trello, Snagit, Camtasia**),** YAML / JSON, Umbraco CMS, **Languages (**Java, C#, Python**)**
Language: Fluent English and conversational Thai
Interests: Travelling, writing, learning new languages

Leadership & Activities

NUCES Digital Logic Design Department   Islamabad, PB
Teacher Assistant   January 2017 – August 2017
- Assisted in delivering lectures for Digital Logic Design, supporting students through lab sessions, grading assignments, and explaining key concepts.

NUCES Community Service Department   Islamabad, PB
Executive Member of Committee   September 2018 – February 2019
- Served as a committee member for the Community Service Program, organizing volunteer activities, fundraising events, and awareness campaigns.