CONTACT

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+91 9928733437

DOMAIN SKILLS

- Technical Documentation
- Software Development Life Cycle (SDLC)
- Document Development Life Cycle (DDLC)
- Product Understanding
- Client Communication
- Agile and Scrum
- DITA XML
- Product Manuals
- Release Notes | SOP
- Version Control
- Sanity Testing
- HTML| CSS| JavaScript | XML
- Python | Markdown
- Prompt Engineering
- Product Datasheet
- Email | Newsletters
- Copywriting
- Marketing Content Writing

TOOLS PROFICIENCY

- Visual Studio Code
- Microsoft Office Suite
- Jira
- GIT | GitHub
- Stackedit.io
- Notion
- AI Tools – Microsoft Copilot, Google Gemini, ChatGPT, Rytr.me
- Asana
- WordPress | HubSpot
- Hootsuite
- Google Analytics

CERTIFICATIONS

- Agile Scrum in Practice
- Introduction to Python
- Adopting Agile using JIRA
- SCM using Git
- Introduction to Prompt Engineering for Generative AI
- Demystifying Agentic AI
- Inbound

ARPITA SAXENA
SENIOR TECHNICAL WRITER

Technical Content Specialist with 8+ years of experience in technical and marketing writing in B2B & B2C domains while having 5.7 years of relevant experience in developing technical documentation. Proficient in creating clear, concise, and user-friendly documentation for software applications and hardware products. Proven ability to work with SMEs and cross-functional teams to gather information and ensure documentation accuracy.

PROFESSIONAL EXPERIENCE

Infosys BPM - Technical Team Lead
(March 2022-Present)

- Developed, edited, proofread, and reviewed a User Manual that clarifies the technical and functional features of the application.
- Worked on Release Notes for regular application updates.
- Collaborated with team members using Jira's communication features
- Conducted Sanity Testing to check the end-to-end flow of the application.
- Contributed in creating the process flow diagrams for the application.
- Worked on scripts for marketing videos, including VO and visual cues for a video project.
- Created, edited, proofread, and standardized the company's SOP documents according to OSHA standards.
- Assists junior writers with reviewing and proofreading content based on technical accuracy and client feedback.
- Works on case studies, emails/newsletters for internal teams, leaders, and clients.

Stellar Information Technology Pvt. Ltd. – Senior Technical Content Writer
(April 2021-October 2021)

- Developed software installation manual, instruction manual, release notes, case studies, technical blogs, webpage content, and knowledge base articles.
- In collaboration with technical and business teams to develop business-oriented and software-based content.
- Interviewed the lab experts and the subject matter experts to collect raw data about the cases.
- Consistent training of software products of the company.
- Stayed current with new software releases and updates.

TaraSpan Solutions – Technical/Marketing Content Writer
(December 2018-December 2020)

➢ Developed technical and marketing content on Business Unified & Video Collaboration Services, Networking/Security, Data Center Solutions, and Inbound Marketing Solutions.
➢ Produced corporate B2B & B2C decks, PDFs, product datasheets, cheat sheets, case studies, whitepaper, content for websites, Google Ads, landing pages, blogs, and meta descriptions within a regular interval.
➢ Responsible for writing Emails for B2B clients.
➢ Handled the task of writing and managing Social Media Content daily using Hootsuite.
➢ Performed peer review and edited content to ensure the quality of the content.
➢ Tracked performance using Google Analytics.

Elite Information Technology – Content Writer

(May 2016-January 2018)
➢ Developed website content, articles, blogs, press releases, guest posts, Social Media Content, product reviews, and job proposals for diverse clients.
➢ Created Articles for the Ezinearticles.com portal.
➢ Conducted thorough research and wrote, edited and proofread content regularly.
➢ Delivered quality content on diverse niches, such as technology, finance, digital marketing, travel, fashion, lifestyle, health & fitness, etc.
➢ Worked on Freelancer.com and interacted with domestic and international clients.

TechnoCrab Solutions – Content Writer

(May 2015-February 2016)
➢ Created website content, articles, blogs, press releases, guest posts, Social Media Content, and product reviews for the organization.
➢ Worked on Articles for the Ezinearticles.com portal.
➢ Performed thorough research and produced content regularly.
➢ Delivered quality content on several subjects, such as digital marketing, travel, fashion, lifestyle, etc.

Nexpider – SEO Content Writer

(April 2013-October 2013)
➢ Developed SEO articles, blogs, blog comments, and meta descriptions for the organization.
➢ Responsible for conducting research and writing content regularly.
➢ Created quality SEO articles and blogs on various topics.

QUALIFICATIONS

➢ B. Tech. in Computer Science from Kautilya Institute of Technology and Engineering (RTU)