CONTACT

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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
- Training Delivery

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

- How to Write Using DITA XML
- 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 9 years of experience delivering clear, concise, and user-centered documentation and marketing content across B2B and B2C domains. Expertise in end-to-end documentation lifecycle management, including authoring user manuals, installation manual, release notes, standard operating procedures, instruction manual, case studies, decks, and datasheet, etc. Skilled in collaborating with cross-functional teams, conducting sanity testing, and ensuring documentation aligns with Agile and SDLC processes.

PROFESSIONAL EXPERIENCE

Infosys BPM - Team Lead
(March 2022-Present)

- Developed user manuals and release notes for enterprise applications, improving product usability.
- Collaborated via Jira for content management and cross-team communication.
- Participated in usability testing with UI developers to refine UI text based on user requirements.
- Conducted sanity testing to validate end-to-end application functionality.
- Authored SOP documents per OSHA standards; ensured clarity, accuracy, and compliance across processes.
- Reviewed junior writers' content based on technical accuracy and client feedback.
- Created scripts, including VO and visual cues for marketing videos to enhance product promotion.
- Worked on case studies, emails/newsletters for internal teams, leaders, and clients.
- Led cross-functional training sessions on technical writing and marketing content development using Microsoft Copilot to enhance writing workflows.
- Mentored junior writers, providing feedback to improve consistency and quality.
- Leads the creation of Proof of Concept (POC) documentation including installation manual, release note, user manual, SOP, and troubleshooting guide using Microsoft Copilot to improve documentation quality and consistency.

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, website content, and knowledge base articles.

➢ Partnered with technical and business teams to align content with customer needs and product updates.
➢ 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.
➢ Authored corporate B2B & B2C decks, product datasheets, cheat sheets, case studies, whitepaper, Google Ads, landing pages, technical blogs, and meta descriptions.
➢ Supported inbound marketing campaigns through email, social media copy, and ad copywriting.
➢ Performed peer review to ensure the quality of the content.
➢ Enhanced online visibility by managing content and tracking performance via Google Analytics.

Elite Information Technology – Content Writer
(May 2016-January 2018)
➢ Developed website content, articles, blogs, press releases, guest posts, Social Media copy, product reviews, and job proposals.
➢ Created Articles for the Ezinearticles.com portal.
➢ Conducted content research and proofreading to ensure accuracy and engagement.
➢ Delivered quality content for diverse clients across tech and digital marketing domains.
➢ Worked on Freelancer.com for client acquisition and lead generation.

TechnoCrab Solutions – Content Writer
(May 2015-February 2016)
➢ Created website content, articles, blogs, press releases, guest posts, Social Media copy, and product reviews.
➢ Worked on Articles for the Ezinearticles.com portal.
➢ Conducted content research to ensure engagement.
➢ Delivered quality content for diverse clients across tech and digital marketing domains.

Nexpider – SEO Content Writer
(April 2013-October 2013)
➢ Researched and authored SEO-optimized articles, blogs, and meta descriptions to increase site traffic and visibility.