

## 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.

## ACCOMPLISHMENTS

- Conferred with Outstanding Player award for maintaining great client relationships and delivering high-quality documentation with best TAT in Infosys BPM.
- Awarded with Employee of the Month for dedication and exceeding expectations in TechnoCrab.
- Bagged customers' appreciation and positive feedback for delivering quantifiable outputs while maintaining quality in just 1 month in Infosys BPM.
- Recognized by the client for performing above expectations, ensuring professionalism, quality, and timeliness for the work accomplished in Infosys BPM.
- Recognized for developing the Technical Writing Basics training deck adopted company-wide in Infosys BPM.

## KEY PROJECTS

- User Manual and Release Notes for Blockchain-based software application
- User Manual for software, responsible for end-to-end lifecycle management of e-securities
- SOP Creation and Standardization for industrial plants
- Installation Manual and Release Notes for Data Recovery Software
- Case Study on WD Hard Drive Data Recovery
- Product Datasheet for Softphone

## QUALIFICATIONS

- B. Tech. in Computer Science, Kautilya Institute of Technology and Engineering (RTU), 73.66%

- 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.