

Balaji Mansinge - Software Technical Writer

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Profile

Technical Writer with 2.10 years of experience in software and engineering documentation, focused on creating clear, structured, and user-centric content. Skilled in building scalable documentation, improving content workflows, and producing high-quality product documentation that enhances user adoption. Proficient in structured authoring, visual documentation, release content, and multi-format outputs such as diagrams, illustrations, and video tutorials. Through cross-functional collaboration, SEO-aligned writing, and compliance-driven processes, I strengthen documentation quality, streamline onboarding, and improve overall information accessibility.

Experience

SOFTWARE TECHNICAL WRITER | EPPS INFOTECH LTD | MARCH 2025 – PRESENT

- Lead Knowledge Transfer (KT) sessions with SMEs, developers, and product managers to gather technical inputs for new features and modules.
- Prepare build-wise release notes by consolidating feature updates, enhancements, bug fixes, regression items, and known issues from QA, Development, and Product teams.
- Develop and maintain software documentation including user guides, SOPs, VAPT reports, end-user manuals, and workflow documentation.
- Implement content taxonomy, metadata tagging, SEO optimization, indexing, and structured authoring principles to improve content discoverability.
- Produce video tutorials, UI walkthroughs, and instructional screen-recorded demonstrations for user onboarding and product learning.
- Conducted live documentation presentations with real-time software demonstrations for clients, improving product understanding and supporting smooth onboarding.
- Improved documentation efficiency by 18% through template optimization, streamlined review cycles, and content restructuring.

JR. DESIGN ENGINEER-TECHNICAL DOCUMENTATION | DESIGNTech SYSTEM LTD | FEB 2023 – FEB 2025

- Delivered clear engineering documentation-including manuals, SOPs, assembly instructions, and safety guides-reducing SME support requirements.
- Ensured consistency and accuracy by applying MSTP, STE, and structured content standards.
- Worked with engineering and operations teams to collect technical specs, architecture details, and CAD inputs for precise documentation.
- Improved content clarity through well-designed diagrams, flowcharts, block diagrams, and Adobe Illustrator-based illustrations.
- Enhanced knowledge transfer with screen-recorded tutorials and technical walkthrough videos for onboarding and training.
- Increased documentation efficiency by 22% through workflow optimization, template standardization, and content restructuring.

Education

- **B. Sc. in Aircraft Maintenance Engineering** | Bir Tikendrajit University, Manipur, India
- **Aircraft Maintenance Engineering** | Pune Institute of Aviation Technology, Pune, India
- **Diploma in computer science** | V.A.P.M. Almala, Latur, India

Skills & Abilities

- **Tools:** MS Office Suite, Google Docs, Camtasia, Adobe Illustrator, Snagit, Draw.io, Madcap Flare, GitHub, Confluence, Markdown.
- **AI Tools:** ChatGPT for content drafting, rewriting, proofreading, terminology suggestions, and improving documentation efficiency.
- **Content Formats:** Diagrams, Flowcharts, Visuals, Infographics, Architecture Diagrams, Video Tutorials, Screen Recordings.
- **Quality & Process:** Documentation QA, Peer Review, Usability Feedback Integration, Compliance Standards, Version Control, SDLC, DDLC.

Courses & Certifications

- **Technical Publications** - AAPTA Technical Publication and Design Solutions
- **Software Technical Writer** - Y Point Academy
- **CCNA** – Zoom Technologies

Language

- English
- Hindi
- Marathi