

Megha Jain

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Senior technical documentation leader with an extensive track record of success drawing on a wealth of technical insights and deep technology skillset to improve document workflow, delivery, and quality maximizing user understanding for Telecom, SaaS, Cloud Computing, and other dynamic technologies delivered by top companies. Adept at partnering with leaders across all areas and levels to foster synergy, drive continuous improvement, and build unified strategies to deliver exceptional user experiences and drive impressive business growth. Exceptional problem solver; able to draw on a wealth of content development and technology insights to develop and execute solutions to overcome challenges of all complexities. Excel at building, training, and optimizing the performance of teams that exceed organizational and customer expectations.

CORE STRENGTHS

- ♦ Technical Documentation
- ♦ Document & Training Management
- ♦ User Stories & Personas
- ♦ Content Management
- ♦ Customer Success
- ♦ Strategic Planning & Analysis
- ♦ Product Analysis & Evaluation
- ♦ Program & Project Management
- ♦ Workflow Optimization
- ♦ Design Thinking
- ♦ Cross-Functional Collaboration
- ♦ Team Building & Leadership
- ♦ Staff Training & Development
- ♦ Complex Problem-Solving
- ♦ Negotiation & Persuasion

TECHNICAL SKILLS

Authoring & Interactive Adoption Tools: Adobe RoboHelp, Madcap Flare, XML Authoring (Oxygen), Microsoft Word, Microsoft PowerPoint, Microsoft Excel, G Suite, WalkMe, Whatfix

Markup Language, Version Control, Image Editing Tools, & Tracking: Markdown, VS Code, TextEdit, GitHub, Perforce, SVN, Snagit, JIRA, Asana

Content Management & Knowledge Base Systems: WordPress, Lexicon, Zendesk, Confluence, Document 360, HelpJuice, MindTouch

Public Cloud Platforms: AWS Cloud, Terraform, Google Cloud

Video Creation & Architectural Diagram Tools: Adobe Captivate, Camtasia, Powtoon, Draw.io, Giphy, Lucid Charts

Methodologies & Site Analytics: Agile, Docs-as-Code, DevOps, Waterfall, DDLC, Google Analytics (G3, G4)

CAREER HIGHLIGHTS

Streamlined and documented Sumo Logic's AI-powered log and anomaly detection and intelligent alerting features, resulting in a 25% reduction in incident response time for customers and improved system reliability.

Successfully led the transition from traditional documentation methods to DITA XML authoring using Oxygen XML Editor, ensuring a smooth and efficient migration process for the entire documentation team.

Designed enhanced Self-Help flows and product walkthroughs utilizing digital documentation strategies with WalkMe and Whatfix, resulting in a \$50-\$300 cost decrease per support ticket and a major reduction in repetitive issues. Overall positive product CSAT feedback rose dramatically from 4 to 8 out of 10.

Championed the docs-as-code approach to boost developer engagement on the open-source platform, adding over 300 contributors in six months, while reducing the review process duration and increasing stakeholder engagement by 50% within the first year of implementation.

Partnered with a cross-functional global team to roll out knowledge base portals and a Help Docs site, which yielded increases in customer self-service and satisfaction, boosted productivity, and saved \$50K by reducing support needs.

CAREER EXPERIENCE

SUMO LOGIC

2022 – Present

Lead – Technical Content & Learning

Act as the guiding force behind all technical content and learning resources for a dynamic global company offering a next-generation, cloud-native continuous intelligence platform for DevSecOps. Assume full ownership of a constantly evolving project portfolio, maximizing the performance of teams to ensure timely completion of top-quality deliverables.

- Created a standardized content project process, leading to content quality improvement by over 50%.
- Streamlined and documented Sumo Logic's AI-powered log and anomaly detection and intelligent alerting features, resulting in a 25% reduction in incident response time for customers and improved system reliability.
- Hosted cross-functional brainstorming sessions with the UX Head, Engineering Manager, Project Managers, and Customer Success Manager to design a powerful platform development roadmap, resulting in time-to-market being reduced by 50% and customer engagement and retention increasing by 25%.
- Designed/launched a high-performance site analytics platform delivering key insights to drive ongoing product feature development and enhancements.
- Developed documentation for a wide range of collectors, including log collectors, event collectors, and API collectors. Supported data ingestion from diverse sources such as application logs, system logs, network events, and cloud services across multiple platforms, including AWS, Azure, Google Cloud Platform, Salesforce, ServiceNow, Zendesk, and Docker.

INNOVACER

2022

Senior Technical Writer

Led a team of four writers executing the full Application and Platform documentation lifecycle for internal and external customers, in addition to leading Scrum teams. Influenced product decisions across the product release cycle.

- Ideated, designed, and worked hand-in-hand with the Helpjuice team to build and deliver a developer documentation portal that became a vital resource supporting developers building apps on the platform.
 - Additionally, authored API documentation to educate developers on how APIs work for effective integration with developers' APIs.
- Delivered documentation set for Innovaccer's Developer Portal, providing sandbox testing and deployment guidance on integrating AI, ML, and NLP capabilities into third-party applications, enabling developers to seamlessly leverage Innovaccer's advanced healthcare solutions.
- Devised WalkMe workflows customized to user personas, created specialized data models, delivered system architectural diagrams, and reviewed/approved team project workflows.

AMDOCS

2020 - 2021

Technical Publication Team Lead

Optimized the performance of a four-member Technical Publication team, delivering the ongoing training, coaching, and support that enabled each team member to excel and deliver high-value, user-friendly technical documents for telecom and cloud platforms. Documents included Administration, Instruction, Database, and Call Trace Manuals, among others.

- Completely redesigned the organization's style guide to ensure all document requirements were met.
- Played a key role in working closely with stakeholders to eliminate gaps in the product delivery process and with the UX team to create user models/interfaces to continue improving product UX.
- Developed Online Help for ActixOne and Analyzer products for the global customer base.
- Successfully designed a comprehensive roadmap to drive the delivery of 25 manuals for a major platform change/release involving three products.
 - Conducted weekly meetings to engage all stakeholders, set clear review guidelines, escalate loopholes, collaborative resolve issues, and went the extra mile to fix all gaps. Succeeded in meeting the aggressive release date and receiving positive CSAT.

ADOBE SYSTEMS

2019 - 2020

Senior Technical Writer

Oversaw the development/delivery of product documentation for the DevOps team, including Client Onboarding, Performance Benchmarking, API, Instruction & Procedural, SRE, and Apache Cassandra Cluster documentation, among other highly specialized documents.

- Engaged with DBAs, Project Managers, DevOps Engineers, and SREs to gather requirements and develop a website using Confluence to store all DevOps team documentation in one place for easy access by developers.
 - Additionally, provided fast search capabilities, HTML tags, FAQs, Survey forms, Customer Onboarding, and a comment box, with rating options.
 - The new site was launched on time and became a tremendous help resource for new developers to reduce customer support calls as developers were able to self-address issues.
- Served as a subject matter expert reviewing, editing, and recommending key changes for existing documents.

- Gathered/leveraged user feedback to identify and resolve key content issues and develop related content for FAQs, Tech Notes, Videos, and Helpdesk updates.

EVC VENTURES

2018 – 2019

Senior Technical Writer

Collaborated with the Design team to address content issues with effective solutions and strategies, as well as recommended changes to enhance the product website's UI capabilities.

- Produced content for Self-Guided Tutorials, In-App Guides, Training Videos, and other resources utilizing Adobe Captivate and Camtasia.
- Organized/facilitated expert product training for employees, customers, and partners.
- Made major contributions to improve the organization's in-built editor and successfully integrated Whatfix's self-help flows for product walkthroughs.

MAHINDRA COMVIVA

2016 – 2018

Technical Writer

Designed online help resources, training presentations, and product specification manuals for Telecom VAS products.

- Expertly analyzed reports and client requirements to reduce support tickets, as well as crafted API manuals, user guides, and installation guides according to client requirements.
- Authored structured, standardized technical documents utilizing XML-authoring tools, applying coding standards and collaborating with subject matter experts to finalize documents.
- Designed Whatfix Self Help flows, PowToon Videos, Captivate Videos, and effective online help resources.

NIIT LTD

2014 – 2015

Content Developer

Partnered with subject matter experts to gather and understand client requirements. Developed WBTs, ILTs, CBTs, and simulations to produce CCNA and Skillsoft Courses for users, in addition to crafting course materials such as guides, and job aides, as part of course development.

EDUCATION

Master of Science in Information Technology, Jain University

Bachelor of Computer Application, SS Jain Subodh PG College

PROFESSIONAL CERTIFICATIONS

Power BI, CSPO | Certified in DJVT by NIIT Ahmedabad | Assertive Communication & Business Communication by Del Carnegie Gurgaon