



ISHA CHOPRA

SENIOR TECHNICAL WRITER

Experienced Technical Writer with expertise in creating software product documentation.



+91-98739 68681



Noida, India



ishachopra1312@gmail.com



www.linkedin.com/in/isha-chopra

WORK EXPERIENCE

Senior Technical Writer

Lyric.tech • Nov 2024 to Present

- Streamline documentation processes and create workflows.
- Handle documentation process end-to-end from feature conception to release.
- Create release collaterals including videos, podcasts, release notes, and user guides.
- Work on UX content and in-product help making it comprehensible and user-friendly.
- Ensure standardization and consistency by creating style guide, image, video, and podcast guidelines.

Senior Technical Writer

RudderStack • Jan 2022

- Create docs for SDKs, warehouses, product features, and SaaS platforms.
- Use the docs-as-code approach and maintain open-source docs on Github using Hugo, Gatsby, and Next.js frameworks.
- Analyse docs performance, creating Mixpanel dashboards, Hotjar, and Google Analytics.
- Collaborate with product managers, engineers, testers, and SMEs to gather information.
- Seek active feedback from customers using Slack community and other feedback channels.
- Work in a remote-first environment, maintaining strong collaboration among the team members.

Senior Technical Writer

GrapeCity, Inc • March 2019 to Dec 2021

- Manage technical docs for software products using authoring tools.
- Own the complete documentation release cycle from its development until publishing.
- Create code samples, developer guides, release notes, and blogs.
- Collaborate with stakeholders across the globe to gather doc requirements.
- Work on complex features to convert them into easy-to-understand content.
- Work in an Agile environment and provide release deliverables within specified timelines.

Creative Content Writer

myPAT (Edfora - A FIITJEE company) • Jan 2018 to Jan 2019

- Work on marketing content like social media posts, emails, and blogs.
- Create content for e-books and organize webinars.
- Work on SEO techniques and website content.

Software Engineer

Accenture • Oct 2014 to Jan 2018

- Work in the 'Centrica' project to support and maintain their IT applications.
- Ensure smooth flow of trading prices through apps to create daily P&L reports.

EDUCATION BACKGROUND

IGNOU

M. A (English), 2019-2021

Indraprastha University

B. Tech. Computer Science (2010-2014)

- Scored 77%
- Participated in annual fests & CSR activities
- Class Rep in final year

DAV Public School

CBSE | Class 12 (2010)

- Scored 88% (94% in English)
- Participated in multiple debates and extempores

KEY SKILLS

- Requirements Analysis
- Technical and API Documentation
- XML/JavaScript/Markdown
- Topic-based Authoring
- Agile Methodologies and framework
- UX content, Guided Tours, In-Product Help
- Search Engine Optimization (SEO)
- Blogging
- Content Strategy and Development
- Copy Editing and Proofreading

TOOLS

- Innovasys/MadCap Flare
- Gitbook
- Github
- User pilot
- Atlassian Confluence and JIRA
- MS Office Suite (Word, Excel, PowerPoint)
- Snagit
- BitBucket
- TeamCity
- Visual Studio
- Visual Studio Code, Notepad ++
- Microsoft Azure
- Eclipse
- Linear
- Notion

TECHNICAL WRITING SAMPLES

Developer Guide Sections

- [RudderStack Profiles](#)
- [RudderStack JavaScript SDK](#)
- [Document Solutions PDF Viewer](#)
- [Document Solutions Templates](#)

Blog Articles

- [Create AQI Report using GcExcel API](#)
- [How to Add a WEBSERVICE Function in Excel Using C#](#)

ACCOMPLISHMENTS

- Mentored junior technical writers.
- Created Style guide, SEO guide & Best practices guide.
- Identified process gaps and proposed solutions like automating docs building and uploading using TeamCity configurations.
- Curated technical writer's toolkit for new joiners in technical writing team.
- Customized templates using HTML/CSS for better UI.
- Worked with AI Tools:
 - Content and Research: Claude, ChatGPT
 - Videos: Synthesia
 - Podcasts: Notebook LM, ElevenLabs

CERTIFICATIONS

Scrum Foundation Professional Certificate (2021)

- Issued by - CertiProf®

DITA Certification (2021)

- Issued by - learningDITA