JENEFA R

Seasoned technical writing professional with over 5 years of experience seeking a challenging technical writer role within the computer software/engineering industry; leveraging expertise in documentation, content management, and technical knowledge to improve product user experience and contribute to product development lifecycles. Committed to delivering high-quality documentation that enhances user experience, while substantially contributing to organizational success and professional growth.

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KEY SKILLS

- XML
- DITA
- Adobe FrameMaker
- Confluence
- MadCap Flare
- Jira
- MS Visio
- SnagIt
- Draw.io
- SDLC
- Communication
- Collaboration
- Problem-solving
- Adaptability
- Attention to Detail

CERTIFICATIONS

- Certified Freelance Technical Writer Information Developers Foundation

INTERESTS

- Documentation Strategy
- Content Management
- Requirements Gathering
- User Experience (UX) Focus
- Technical Acumen

WORK EXPERIENCE

SENIOR TECHNICAL WRITER
TECH MAHINDRA (Bengaluru)
[Feb 2022 - Present]

- Developed comprehensive user manuals, installation guides, and release notes, significantly enhancing software adoption and usability.
- Collaborated closely with developers and QA teams to gather precise technical insights, ensuring documentation accuracy and completeness.
- Leveraged XML-based tools, including DITA and Adobe FrameMaker, to architect structured and reusable content, ensuring consistency across all documentation.
- Authored and maintained an extensive library of software documentation adhering rigorously to SDLC methodologies, ensuring all documentation evolved seamlessly with product updates and development phases.
- Designed accessible content tailored for both technical and non-technical audiences, strategically integrated visual aids (diagrams, flowcharts, schematics) to clarify complex concepts.
- Managed a meticulously organized repository of technical documents, implementing robust version control strategies to ensure efficient retrieval and updates.
- Improved user satisfaction scores by refining and creating user-friendly documentation.
- Reduced support tickets by addressing common user issues directly within thorough documentation.

TECHNICAL WRITER
CAPGEMINI (Bengaluru)
[Apr 2017 - Jan 2022]

- Assisted in the development of user manuals, installation guides, and release notes, supporting comprehensive software documentation.
- Collaborated with developers and QA teams to compile technical details and ensure the accuracy of documentation materials.
- Acquired practical experience with XML-based tools like DITA and Adobe FrameMaker for the creation of structured content.
- Documented software development processes, including design, testing, and deployment, aligning with SDLC methodologies.
- Crafted clear and accessible content for diverse audiences, enhancing understanding through the incorporation of visuals such as diagrams and flowcharts.
- Helped maintain a structured document repository, implementing version control protocols for efficient updates and retrieval of files.
- Contributed to the successful documentation of software releases, enhancing user onboarding and product usability.
- Supported the maintenance of detailed and consistent technical documentation leading to improvements in content quality.

EDUCATION

Bachelor of Engineering
[2008 - 2012]
Anna University