

JENEFA RAMASAMY



gracejenefa@gmail.com



7019117191



Bengaluru, KA 560100

EDUCATION

Bachelors in Engineering,
Aeronautical Engineering
Anna University, Chennai
2012

PROFESSIONAL SUMMARY

Senior Technical Writer with expertise in structured authoring and agile project management. Enhanced documentation workflows and mentored junior writers, resulting in high-quality deliverables. Proficient in DITA and JIRA, creating user-friendly content that adheres to compliance standards.

SKILLS

- Writing and editing technical documents
- Structured authoring methods (DITA, XML)
- Proficient in documentation tools (MadCap Flare, MS Word)
- Experience with content management systems
- JIRA for agile project management
- Git for version control
- Basic understanding of API documentation
- Editing PDFs with Adobe Acrobat
- Introductory knowledge of HTML
- Software development concepts
- Agile methodology understanding
- Compliance with style guides

WORK HISTORY

February 2022 - Current

Tech Mahindra - Senior Technical Writer, Bengaluru, India

Technical writer

Served as Senior Technical Writer at Tech Mahindra Ltd. from February 2022 to present, focusing on creating clear, comprehensive and user-friendly documentation

- Created end-to-end documentation for the document development lifecycle—covering creation, planning, execution, reviews, completion, and closure
- Leveraged JIRA to document and track the full document development lifecycle to enhance visibility and traceability across project stages.
- Streamlined documentation workflows by performing detailed engineering analysis and collaborating cross-functionally with product managers, SMEs, reviewers, and illustrators to ensure precision, consistency, and improved turnaround times in technical documentation.
- Mentored junior writers, provided training and performed peer reviews to ensure the quality of documentation
- Mentored junior technical writers, providing guidance on best practices and fostering professional development within the team.

April 2017 - January 2022

Capgemini - Technical Writer, Bengaluru, India

- Proved successful working within tight deadlines and a fast-paced environment.

- Managed version control and timely updates of documents through effective project tracking and organization skills.
- Conducted thorough document reviews to identify inaccuracies, inconsistencies, or areas needing clarification.
- Followed company policies and editorial guidelines to craft thorough, well-written content.