

Heena Shree

Technical Documentation Specialist (Entry Level)

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Detail-oriented technical documentation specialist transitioning from 13 years of experience in banking and financial services, known for delivering exceptional customer support, clear documentation, and strong communication.

After taking a career break to care for my family, I am now seeking **entry-level technical writer opportunities within product-driven organisations**. With a strong foundation in customer-centric communication, policy documentation, and a keen eye for detail, I am eager to contribute to a dynamic technical writing team and grow within the field.

Currently building expertise in SaaS documentation, API documentation, Markdown-based authoring, and Git-based workflows. Strong foundation in clarity, information hierarchy, compliance documentation, and cross-functional collaboration.

Professional Experience

Customer Service Associate, Bank of India

05/2011 – 09/2024

- Handled customer queries and complaints, ensuring quick resolution and satisfaction. Hyderabad, Telangana
- Drafted internal communications, helpdesk FAQs, and procedural documents for team reference.
- Maintained accurate documentation of customer issues and resolutions for audit and training.
- Coordinated with backend teams to document service-related escalations.
- Trained junior associates with SOPs and support material.
- Regularly simplified complex banking procedures for customers and peers.

Impact: Improved process clarity, reduced repeated query escalations, and supported audit readiness through structured documentation practices.

Education

History Honours, Indira Gandhi National Open University

02/2011

Deoghar, Jharkhand

Key Skills

Technical Documentation: User Manuals, Release Notes, FAQs

MS Word, Google Docs

Familiarity with tools: Confluence, JIRA, VS Code and GitHub

Salesforce

Communication and collaboration

Proofreading and editing

Basic HTML and Markdown: self-learning

☆ Career Transition & Upskilling

- Completed formal training in software documentation and technical writing.
- Practiced writing structured SaaS documentation samples (User Guides, API Samples, Workflow Documentation).
- Built portfolio website to demonstrate documentation capability.
- Strengthened knowledge in Markdown, GitHub workflows, and documentation structure principles.

Projects

FlowSync Documentation Project

- Designed product overview and configuration documentation for a workflow automation platform.
- Created system architecture diagrams and lifecycle flows.
- Structured step-by-step administrator configuration guide.

API Documentation Sample

- Developed REST-style documentation with endpoint definitions.
- Included authentication guidance, request/response samples, and error modeling.
- Applied developer-first documentation structure.

Certification

- Technical Writing: How to Write Software Documentation - Udemy
- Git & GitHub Documentation Workflow- Udemy

Interests

Reading Novels, Cooking