

# SHIVANGI SHAW

## TECHNICAL WRITER

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## PROFESSIONAL SUMMARY

Technical writer with 2 years of experience delivering clear, scalable documentation for SaaS and cloud-based platforms, with a focus on enhancing clarity driving product usability and adoption. Skilled in creating both end-user and developer documentation including online help, user guides, integration manuals, and release documents, while leveraging structured authoring tools and applying docs-as-code methodologies. Experienced in collaborating across cross-functional teams, maintain consistency with style guides, and uphold content quality.

## SKILLS

**Documentation & Standards:** DITA, XML, Docs-as-code, Structured Authoring, Topic-based Authoring, Single Sourcing, Minimalism, MSTP

**Authoring Tools:** Madcap Flare, Arbortext Epic Editor, Ixiasoft CCMS, Markdown, SnagIt, MS Office, Confluence

**Version control & Workflow:** GitHub, Perforce, SVN, SharePoint, JIRA, DevOps, Agile, Kanban

## WORK EXPERIENCE

### Technical Writer Volunteer SME – PMI

January 2025 – Present

Canada, Remote

- Authored clear, user-focused technical documents, including how-to guides, knowledge base articles, and white papers on emerging technologies and industry methodologies.
- Developed and maintained content templates, style guides, and documentation standards to ensure consistency and usability across deliverables.
- Collaborated with cross-functional teams and SMEs to produce accurate, insightful content aligned with project goals and evolving industry trends.
- Performed content reviews and formatting to ensure clarity, accuracy, and adherence to style guides.

### Technical Writer – Thryve Digital

September 2022 – August 2023

India, Hyderabad

- Authored end-to-end product documentation, including the creation of online help, user guides, FAQs, and release notes by attending product demos, testing features hands on in QA environment, engaging with SMEs, and translating product functionality into clear usable user-centric documentation.
- Collaborated with BAs and developers to document new features and product enhancements. Managed documentation delivery using a docs-as-code workflow, ensuring version control and timely releases.
- Created and maintained documentation on internal Confluence pages to support cross-functional collaboration and consistent knowledge sharing across the organization.
- Migrated legacy documentation using structured authoring tools by reviewing and updating content to align with current product functionality, internal style guides, and content reuse standards, while removing redundancies and improving clarity and consistency.
- Supported team members through peer and functional reviews to ensure documentation accuracy and usability. Mentored new writers and reinforced adherence to documentation standards and best practices.

## EDUCATION

### Algoma University – Canada

September 2023 – April 2025

Graduate Certificate in IT Project Management (GPA 84.05%)

### Kazi Nazrul University – India

May 2017 – October 2020

Bachelor of Commerce in Accounting & Finance (GPA 84.50%)

## CERTIFICATIONS

- Technical Writing: Using DITA XML
- Git and GitHub for Technical Writing