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| **Shubham Singhal**  Lead Technical Writer- Fiserv  Phone: +91 90393 04339 | Email: shubham22691@hotmail.com  LinkedIn: <https://www.linkedin.com/in/shubham-singhal-76365a71/> |
| I have over 10 years of experience in creating documentation for diverse audiences, including end users, developers, stakeholders, and marketing teams. I have worked as a QA and analyst to ensure technically accurate and effective documentation. I have developed three API guides, 50+ user guides, 80+ release notes, few videos, tutorials. As a hobby programmer, I have uploaded four projects to GitHub. I am proficient in Python and comfortable reading and writing code samples in various scripting languages.  **Portfolio:**   * GitHub: <https://github.com/shusinghal> * Developer Documentation Sample: [Upgrade Installation Procedure — Motadata Upgrade Guide documentation](https://docs.motadata.com/upgrade_installation/) |

**Experiences**: API guides, user guides, release notes, upgrade guides, installation guides, FAQ, troubleshooting, videos, developer documentation, feature document, technical specifications, training material.

**Responsibilities**: Plan, research, document software products, contribute to process improvements, maintain document revision control, deliver timely, follow best practices, peer review, and so on.

**Soft Skills**: Skilled at working with cross-functional teams (e.g., engineering, testing, product management). Able to manage multiple products, apply Agile methodology, work both independently and collaboratively, and demonstrate strong organizational, time management, and decision-making skills.

**Qualifications**: Bachelor’s degree in electronics engineering with 12+ years of working experience; Agile certified technical writer.

**Tools**: Frame Maker, Madcap Flare, GitHub, Visual Studio, JIRA, Confluence, Adobe suite, SnagIt, Swagger, Postman, MS Office, SharePoint, sphinx (doc-as-code)

**Technical skills**: DITA, XML, HTML, CSS, Python, prompt engineering.

**Work Experience**

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| October 2020 - till date | Fiserv India | Tech Lead, Technical writer   * Delivered thirty-two projects across eight products. * Completed over forty releases to date. * Developed an AI prompt to write API contracts, effectively cutting down writing time by 95%. * Developed in-product help documentation from scratch using DITA. * Supported a large-scale migration of documentation from TFS to GIT. |
| April 2020 – Sept 2020 | Innovatia | **Technical writer**   * Fixed production bugs in documentation. |
| September 2018 – April 2020 | Mindarray Systems | **Technical writer**   * Converted Motadata documentation from word to HTML using Sphinx. * Created an internal and an external documentation website using WordPress. * Performed over 20 HTML and CSS modifications, enhancing user experience, and ensuring alignment with company branding. * Created eighteen documents across six releases for both developer and non-developer audiences. |
| September 2016 – August 2018 | Sterlite Technologies | **Technical Writer**   * Delivered six releases across three business units. * One guide for mobile application. * Assumed additional responsibilities as QA and analyst. * Promoted to Business Analyst. * Converted content from MS Word to Google docs. * Created 10+ API guides. |
| December 2014 – September 2016 | Etelic India | **Content and Proposal Writer**   * Created five RFPs, four white papers, and 30+ guides. * Delivered 10+ releases. * Created Five training, one developer guide, one API guide, one video series. * Created 10+ ad-hoc documents. * Assumed additional roles as QA, Business Analyst, SME, and Product Owner. |
| July 2012 – November 2014 | Thesis Concepts | **Senior Technical Writer**   * Created two websites with top SEO rankings. * Created 50+ research papers for international journals. * Led a team of four. |

**Education**

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| Course | University/Affiliation | Stream | Score |
| Bachelor of Engineering | Rajiv Gandhi Technical University | Electronics and communication | 70.56% |
| High School | CBSE | PCM | 72.4% |
| Secondary School | CBSE | - | 70.6% |

**Personal Information**

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| Date of Birth: | 22 June 1991 |
| Gender | Male |
| Address | Indore, Madhya Pradesh, India- 452011 |
| Strength | Progressive Attitude, Innovativeness, Problem solving approach, Team spirit |
| Hobbies: | Enthusiastic about coding, avid reader, enthusiastic traveler, and table tennis player. |

I appreciate you taking time and going through my profile.