



# Umer Hafeez Mir

Technical writer with 9+ years of experience producing developer documentation for APIs, SDKs, and distributed systems. Expert in translating complex engineering concepts into clear, actionable content for external developer audiences. Skilled in Docs-as-Code workflows (GitHub, Markdown, MDX), API validation (Postman, Swagger), and generative AI-assisted authoring. Strong background collaborating with engineering and open-source teams to design scalable doc architectures, improve developer experience, and accelerate product adoption.

## Contact

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## Education

- **Bachelor of Computer Applications**
- **Master of Business Administration**

## LinkedIn

<https://www.linkedin.com/in/umer-hafeez-mir/>

## Expertise

- API Documentation
- User Documentation
- SDK Documentation
- Release Notes
- Tutorials
- KB Articles

## Language

- English
- Urdu
- Hindi

## Core Competencies

- **Developer Documentation:** APIs, SDKs, Tutorials, Integration Guides
- **Information Architecture:** Docs frameworks, style guides, IA audits, taxonomy design
- **Docs-as-Code:** GitHub, Markdown, reStructuredText, CI/CD publishing
- **Markups:** HTML, Markdown, CSS, YAML, MDX, JSON
- **API Validation:** Postman, Swagger, cURL
- **Generative AI Tools:** GitHub Copilot, ChatGPT, Cursor
- **Collaboration Tools:** JIRA, Confluence, ProductBoard, Slack
- **Analytics & Optimization:** GA4, Looker Studio, Pendo, FullStory
- **Design Tools:** Lucid Chart, Figma, MS Visio, SnagIt, Camtasia
- **Packages:** Confluence, Adobe RoboHelp, MS Office, Google Docs
- **Programming Literacy:** C, C++, Java, Python

## Experience

**April 2023 – Present**

Chargebee Inc.

### Manager, Product Documentation

- Authored developer-first API and SDK documentation for subscription billing, entitlements, taxes, and integrations.
- Validated APIs with Postman and Swagger, ensuring completeness and usability for developers.
- Wrote and edited code samples (Java, Python) for SDK and API docs.
- Designed tutorials, implementation guides, and release notes with a developer-first focus.
- Drove WHAT <> WHY <> HOW release notes framework, improving developer adoption of new features.
- Collaborated with PMs and engineers to embed docs into product release cycles.
- Created and leveraged AI-driven custom GPTs to craft clear, concise, and impactful documentation, enhancing user journey and engagement.

### Key Contributions

- Unified fragmented documentation into a single cohesive platform.
- Migrated Knowledge Base from Freshdesk to in-house platform with contextual linking.
- Established metrics for doc usage, enabling quarterly reviews and continuous improvements.

## **2021 - 2023**

Chargebee Inc.

### **Senior Technical Writer**

- Wrote API documentation and user guides for Chargebee products, including Billing, Payments, Retention, and Integrations. Managed and prioritized daily documentation requests, ensuring timely and accurate content delivery.
- Created tutorials and onboarding guides to support technical audiences and improve product adoption. Owned bi-weekly release notes for all Chargebee products, providing clear updates on new features, enhancements, and bug fixes.
- Designed and implemented Chargebee's Documentation Style Guide, establishing a unified content standard.
- Produced explainer videos on product functionality, including value proposition and how-to videos for new features.
- Created and published in-app guides for the Product team using Pendo.
- Collaborated with the Support Team to optimize documentation and reduce support ticket volume.
- Tested APIs using Postman, ensuring documentation accuracy and completeness.
- Led onboarding for new technical writers, structuring a 30-60-90 day plan to streamline their ramp-up.

## **July 2017 - May 2021**

BQE Core

### **Technical Writer**

- Designed and authored API documentation for BQE Core, a cloud-based business management solution, ensuring clarity and usability for developers.
- Conducted API testing using Postman and Swagger to validate endpoints and improve documentation quality.
- Created and maintained user manuals, help files, whitepapers, training materials, and troubleshooting guides to support product adoption.
- Collaborated with SMEs, PMs, and Engineering teams to gather technical insights and ensure documentation accuracy.
- Developed knowledge base articles covering troubleshooting, installation, and technical support topics.
- Managed release documentation for BillQuick and ArchiOffice, owning the Spring, Summer, and Winter releases.
- Authored internal communication materials, including monthly awards and nominations, using SharePoint.

## **Feb 2014 - Nov 2016**

A.I.R Infotech Services Private Limited

### **Documentation Compiler**

- Curated and maintained extensive legal reference databases, drafting and editing publications to ensure accuracy, clarity, and compliance with editorial standards.
- Collaborated with subject-matter experts to improve documentation quality and implemented efficient digital archiving and retrieval processes.

## **Feb 2012 - Nov 2014**

A.I.R Infotech Services Private Limited

### **Sales & Marketing Manager**

- Led market research, competitive analysis, and client communications to support business growth. Collaborated with documentation teams to align content with product positioning and improved visibility through optimized sales channels and campaigns.

## Work Samples

### User or Help Documentation

- [https://www.chargebee.com/docs/2.0/accessing\\_chargebee.html](https://www.chargebee.com/docs/2.0/accessing_chargebee.html)
- [https://www.chargebee.com/docs/2.0/implementation\\_guide.html](https://www.chargebee.com/docs/2.0/implementation_guide.html)
- <https://www.chargebee.com/docs/2.0/sales-integration-index.html>
- <https://www.chargebee.com/docs/retention/getting-started-guide-chargebee-retention.html>

### API Documentation

- <https://apidocs.chargebee.com/docs/api/>
- <https://apidocs.chargebee.com/docs/api/customers?lang=python>
- <https://apidocs.chargebee.com/docs/api/features?lang=python>
- [https://apidocs.chargebee.com/docs/api/payment\\_sources?lang=python](https://apidocs.chargebee.com/docs/api/payment_sources?lang=python)

### Tutorials

- <https://www.chargebee.com/tutorials/>
- <https://www.chargebee.com/tutorials/getting-started-with-entitlements/#create-an-item-entitlement>

### Release Notes

- <https://release-notes.chargebee.com/>
- <https://www.chargebee.com/help/api-updates/>

### Education

- Business Administration | Post Graduation | **Master's in Business Administration** | University of Kashmir
- Computer Application | Graduation | **Bachelor's in Computer Application** | University of Kashmir