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Summary

A highly motivated and detail-oriented Technical Writer with 5+ years of experience specializing in creating comprehensive documentation for software products. Proven ability to translate complex technical information into clear, concise, and user-friendly materials. Proficient in various documentation tools and methodologies.

Skills

Technical Writing | Documentation Tools (Confluence, Jira) | Markdown | User Manuals | API Documentation | Software Requirements Specifications (SRS) | Content Management Systems (CMS) | Agile Methodologies | Process Improvement

Experience

ITNexus Solutions – Pune, Maharashtra Technical Writer | 2018 – Present

- Developed and maintained a wide range of technical documentation including user manuals, online help systems, release notes, and API references.
- Collaborated closely with software engineers, product managers, and QA teams to gather information and ensure accuracy of documentation.
- Utilized Confluence and Jira for content management and workflow tracking.
- Created Markdown-based documentation for internal knowledge sharing.
- Contributed to the improvement of documentation processes and standards.

Projects

Software Documentation Project – ITNexus Solutions (2021)

- Led the creation of a new software product's user manual, resulting in a 20% reduction in support tickets related to initial setup.

User Manual Creation – Various Clients (2019-2020)

- Developed user manuals for several SaaS applications, focusing on clarity and ease of use.

Education

Symbiosis College of Arts and Commerce – Pune, Maharashtra Bachelor of Arts in English Literature | 2018

References

Available upon request.