

Jaganath

IMMEDIATE JOINER | +91 9345850321 | jagan.cp.tw@gmail.com

Results-driven Technical Writer with **1+ years** of experience creating and managing technical documentation. Adept at producing user manuals, online help guides, troubleshooting content, and collaboration with cross-functional teams.

Education

Technical Writing Certificate Course, Career Path

July 2025 – present

B.C.A (Computer Application), SRM Institute of Arts and Science College – 8.45 (CGPA)

2020 – 2023

Technical writing Skills

Technical Writing & Documentation

- User Manuals, Troubleshooting Guides, Online Help Guides
- Prompt Engineering.
- SDLC & DDLC

Authoring & XML Tools

- Arbor text Editor, XMetaL
- Madcap Flare, Adobe FrameMaker, Adobe Rob Help
- SharePoint

Design & Multimedia Tools

- Adobe Photoshop, Adobe After Effects
- Snagit, HTML, CSS

Development & Version Control

- Git (Version Control)
- Visual Studio Code (for prompt testing and scripting)
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Visio, Teams)

Technical Writing

- Developed and maintained comprehensive technical documentation to support enterprise technology solutions, improving team collaboration and deployment speed
- Developed and created comprehensive user manuals in Microsoft Word, utilizing advanced features such as heading styles, automatic table of contents generation, and image insertion to enhance user experience. I customized layouts using section breaks and page orientation, and ensured accuracy through the Review tab's track changes and error-checking tools.
- Created user manuals and online help guides, ensuring clear and concise instructions for end-users
- Collaborated with cross-functional teams to document and focusing on accuracy and user accessibility
- Designed templates for document standardization and improving team efficiency.
- Spearheaded chatbot development by optimizing prompts and managing use cases, utilizing Visual Studio Code for testing and Git for version control.
- Created a documentation webpage using HTML, featuring multiple sections with images, videos, and internal/external links to enhance user experience and provide easy access to information
- Collaborated with teams to develop user guides and troubleshooting manuals

Work History

Tata Consultancy Service (TCS) – July 2024 – July 2025

Business Process Outsourcing (BPO)

Work Sample

User Manual:

https://drive.google.com/file/d/1t1u3UQCnWjZVkn0DMMNPJfUUeDw_3R2k/view?usp=drive_link

Documentation:

https://drive.google.com/file/d/1TCA7PVCJbrK-_hxVu9Dx5W4IM3J_35Gd/view?usp=drive_link

HTML

User Manual:

https://drive.google.com/file/d/1t1u3UQCnWjZVkn0DMMNPJfUUeDw_3R2k/view?usp=drive_link

