TECHNICAL WRITER

Sneha Pandey

Product and developer content

Hyderabad, India

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PROFESSIONAL SUMMARY

Technical writer partnering with product and engineering teams to make complex features clear and actionable. Creates customer-facing help content, release notes, product and developer documentation, and practical guidance that helps users understand what to do next.

CORE SKILLS

Documentation	Product and user documentation, developer and API documentation, help content, release notes, configuration guides, user manuals, tutorials
Content & UX	UX writing, information architecture, content strategy and reuse, style guides, localization, knowledge management
Collaboration	SME interviews, product and engineering partnership, editorial review, release coordination, training and mentoring

PROFESSIONAL EXPERIENCE

Senior Technical Writer

May 2026 – Present

Salesforce · Hyderabad

- Create and maintain customer-facing help content, release notes, object reference documentation, and developer documentation.
- Partner with product managers, engineers, and subject matter experts to validate product behavior and turn workflows into task-based procedures.
- Review examples, terminology, interface labels, and links for accuracy; coordinate content updates with product releases.

Technical Writer

May 2024 – May 2026

OpenText · Hyderabad

- Developed end-to-end product documentation using ArborText and internal tools, following company standards.
- Partnered with product managers, subject matter experts, and developers on release notes, manuals, configuration guides, and cloud integration instructions.
- Applied content chunking, minimalism, and reuse; improved information architecture and supported onboarding and writer development.

Associate Technical Writer

March 2023 – April 2024

GlobalLogic · Gurgaon

- Created help-center content, user manuals, guided tours, newsletters, and Google Sites content with product managers and engineers.
- Verified technical content, improved documentation structure, and created tutorials while mentoring junior writers.

EARLIER EXPERIENCE

Technical Writer
September 2021 – February 2023

Studio Graphene Pvt Ltd · Gurgaon

- Created product guides, user manuals, and operations documentation with engineers and product managers.
- Applied UX writing and localization practices; contributed to content strategy, taxonomy, and knowledge-base findability.

Senior Technical Content Writer
March 2021 – September 2021

IBL INFOTECH · Surat

- Updated technical publications and instruction booklets and created manuals, developer guides, operating procedures, and multimedia tutorials.
- Worked with subject matter experts to verify content; used UX writing and content chunking to improve clarity.

Senior Media Analyst
February 2020 – January 2021

Prime Opinion · Gurgaon

- Summarized and tagged news articles based on market trends and wrote analytical blog posts about business developments.
- Reviewed content for accuracy and clarity and managed documentation projects from planning through completion.

Creative Content Writer
December 2018 – January 2020

Lemontree Media Works Pvt Ltd · Pune

- Created marketing content and user manuals for software platforms and digital products; gathered information to produce accurate product guides.
- Created video tutorials and interactive demos and maintained editorial consistency across product documentation and marketing materials.

Content Writer
June 2017 – December 2018

Adroit Visuals · Kolkata

- Created search-friendly website, blog, product, and help content; revised and proofread content for accuracy and clarity.
- Updated product manuals, created help articles and FAQs, and contributed to content strategy and website engagement initiatives.

TOOLS

Authoring: ArborText, RoboHelp, FrameMaker

Collaboration: Jira, Confluence, GitHub, GitLab, Google Sites, Microsoft 365

Design & development: Adobe Creative Cloud, Figma, Visual Studio, GitHub Copilot, Claude Code

SELECTED PROJECTS

Writing Toolkit · Prompt Library

Interactive prompt collection for drafting, editing, documentation, and accessibility.

Kya Khau?

A creative project exploring food, flavor, and discovery.

EDUCATION

Master of Arts, Journalism and Mass Communication — Singhania University · Graduated August 2023