

SANGEETA GHERA | Technical Writer

📍 New Delhi, India | ✉ isangeetaghera@gmail.com | 🌐 sangeetaghera.in

Technical Writer with 5+ years of experience developing user-focused documentation for SaaS products and e-Governance platforms. Skilled at transforming complex processes into clear, accessible content that improves usability and enhances user experience.

CORE COMPETENCIES

Technical Skills

HTML • XML • CSS • DITA XML • Markdown • Git • GitHub • WordPress • TechSmith Snagit • Microsoft Visio • Adobe Captivate • Figma • Canva • Microsoft Word

Professional Skills

Content Design • UX Writing • Information Architecture • Content Strategy • QA & Testing Support

Deliverables

User Guides • Installation Guides • Training Docs • Release Notes • Help Articles • Knowledge Base Articles

Soft Skills

Communication • Teamwork • Attention to Detail • User Empathy

PROFESSIONAL EXPERIENCE (RELEVANT)

Technical Writer

Humanitics Dimensions Software Pvt. Ltd.

📅 May 2016 – Dec 2019 📍 New Delhi

- **eGCA (e-Governance platform of the Directorate General of Civil Aviation):** Created user manuals and training guides for Foreign Aircraft Maintenance Organizations seeking DGCA approval. Documented step-by-step procedures for registration, submission of applications for acceptance, and renewal of DGCA certificates. Assisted in reviewing Low-Level Design (LLD) and Software Requirement Specification (SRS) documents to align technical processes with user workflows.
- **Aadhaar-based GPS-tagged Biometric Attendance System (Central Council for Indian Medicine):** Collaborated closely with developers on UX Writing. Drafted in-app error messages and microcopy to improve clarity, usability, and compliance.
- **Varanasi Smart City Project:** Created website content and sourced images for a prototype website, ensuring clear communication and alignment with design and user flow.
- **Sahara Evols (Electric Vehicle Platform):** Collaborated closely with stakeholders during the pre-build phase to draft navigation text, labels, and content microcopy for a smooth user experience across Web and Android platforms.

Technical Writer

RebusCode Information Solutions Pvt. Ltd.

📅 Sep 2015 – Feb 2016 📍 Gurgaon

RebusCloud (Market Research Platform): Created interactive video demonstrations covering product core features. Provided audio narration for several training videos to enhance user engagement and learning. Contributed to the product Knowledge Base, simplifying complex workflows into accessible articles for end users.

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HMS Infotech Pvt. Ltd.

📅 Apr 2014 – Sep 2015 📍 Noida

Hotelogix (Hotel Management Suite): Created user manuals, training manuals, release notes, and troubleshooting guides by collaborating with development and support teams. Helped minimize support tickets and improve client self-sufficiency.

PROFESSIONAL EXPERIENCE (ADDITIONAL)

Freelance Content Writer – Software & Technology

Khanse WebMedia Pvt. Ltd.

📅 Aug 2022 – Present 📍 Pune

TheWindowsClub.com: Write SEO-friendly how-to guides and troubleshooting posts on Windows, software tools, and productivity applications.

Content Writer & Editor – Software & Technology

Inklik

📅 Aug 2012 – May 2014 📍 New Delhi

ILoveFreeSoftware.com: Tested and reviewed free software for Windows OS, highlighting key features, usability, and limitations. Edited and proofread articles to maintain accuracy, readability, and SEO best practices.

Founder, Writer, & Editor

Independent Blog

📅 Dec 2019 – Present 📍 New Delhi

ScribbleHunt.com: Write articles across multiple niches such as health, food, nature, and baby care. Manage all aspects of the blog, including writing, editing, SEO optimization, and publishing.

CERTIFICATIONS

- **Technical Writing Master Course** – IIMSkills (2025)
- **Generative AI Mastermind** – 2-Day Online Workshop, OutSkills (2025)
- **DITA XML Learning Path** – LearningDITA.com (2017–2018, multiple module certificates)

EDUCATION

Post Graduate Diploma in Computer Applications – Delhi University (2012)

B.Sc. (H) Computer Science – Delhi University (2009)