



MEENAL JAIN

TECHNICAL WRITER | CONTENT WRITER

[linkedin.com/meenaljain394](https://www.linkedin.com/in/meenaljain394) | jain.meenal.394@gmail.com | meenaljain.org

9029446942 / 9969948530 | Mumbai, India

SUMMARY

As a technical and content writer, I help simplify complex technical concepts into user-friendly materials. I have experience in cross-functional collaboration across various domains. Beyond technical writing, I have a strong foundation in content strategy and development. I am passionate about bridging the gap between technology and users. I am eager to continue expanding my technical communication and information development expertise.

WORK EXPERIENCE

CleverTap | Technical Writer, Oct '24 - Present

- Tools: **Readme, Trainn, Jira, DITA, GitHub, ChatGPT, Gemini, n8n, Google Analytics, Zipy**
- Developed and maintained user documentation, API documentation, and integration guides for developers and end users to improve product adoption and understanding.
- Built AI-powered internal tools:
 - Automated broken links detection and workflows, reducing manual QA effort and improving documentation reliability.
 - Designed documentation analysis systems to identify content gaps, inconsistencies, and optimization opportunities.
- Defined and implemented documentation processes, governance frameworks, and standardized workflows, improving cross-team consistency and scalability.
- Leveraged AI tools to streamline content creation, audits, and maintenance, reducing turnaround time and increasing output quality.
- Created product release notes to communicate new features and updates, using the agile methodology as the Release Manager.
- UX Writing, videos, information architecture, and structuring onboarding frameworks for consistency and usability.

BookMyShow | Technical Writer, May '23 - Oct '24

- Tools: **Lucidchart, Canva, Doodly, Jira, Confluence**
- Created monthly tech newsletter, weekly trivia quiz, weekly quick reads video, release calendar, sprints, etc.
- Worked with developers, QAs, and PMs to create proposals, architecture diagrams, release notes, PRDs, user manuals, guides, etc.

Godrej Archives | Archives Intern, Feb '23 - Apr '23

- Tools: **Cumulus, Excel**
- Edited and proofread research monographs.
- Processed and cataloged archival material.
- Created SEO friendly content for the Godrej Archive website, newsletter, and social media pages.

Newfold Digital (Formerly Endurance International Group) | Web Solutions Specialist, Jun '20 - Oct '21

- Tools: **Salesforce, SSL, cPanel, Plesk, DNS, WordPress**
- Troubleshoot multiple queries across four brands, viz. ResellerClub, LogicBoxes, Whois, Radix.
- Provided consultation on various products and services, set up websites for clients.

EDUCATION

- **M.A.** (English Literature), 2021-2023, SNDT
- **Diplôme d'Etudes en Langue** (Française), 2019-2020, Alliance Française
- **B.E.** (Electronics), 2016-2020, Vidyalankar Institute of Technology
- **H.S.C.** (Computer Science), 2014-2016, Ramnivas Ruia College

TRAINING

- **Technical Writing: How to Write Software Documentation** | Udemy | 2025
- **Effective Problem-Solving and Decision- Making** | Coursera | 2020
- **Fundamentals of Digital Marketing** | Google | 2020
- **Divide and Conquer, Sorting and Searching, and Randomized Algorithms** | Coursera | 2020
- **Object Oriented Analysis and Design** | NPTEL | 2017
- **Third rank in RoboKart National Workshop Series** | IIT Bombay | 2017

EXTRACURRICULAR ACTIVITIES

- Debate Society Coordinator, Literary Society | 2017-2018
- Head volunteer at Amar student camp | 2011-2013

LANGUAGES

- English
- Hindi
- Marathi
- French (A2)