
Mrudul C. James

Senior Technical Writer · Product Documentation Specialist · B2B Content Strategist

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PROFESSIONAL SUMMARY

Senior Technical Writer with 3+ years producing product documentation, user guides, white papers, and customer-facing decks across IT, SaaS, IIoT, and EdTech. Rooted in a decade of English education, I bring an instinct for sequencing — knowing what a reader needs to understand first — that transfers directly into documentation that reduces confusion and drives confident action.

Experienced in collaborating with SMEs and cross-functional stakeholders throughout the product development lifecycle, working within authoring tools and content management systems, participating in Agile sprints, and maintaining standardised content across platforms — with a consistent focus on customer experience.

CORE COMPETENCIES

- Product Documentation & User Guides
- White Papers & Case Studies
- Customer-Facing Decks & Reports
- Authoring Tools & CMS Platforms
- SME Collaboration & Sprint Delivery
- UX Copy & App Onboarding Content
- Plain-Language Technical Writing
- SEO Copywriting & Content Optimisation
- Editorial QA & Style Guide Adherence

PROFESSIONAL EXPERIENCE

Content Writer — Technical Documentation & B2B Content

Feb 2025 – Present

BNR Cogniitec Private Limited · Coimbatore

- Built the end-to-end product documentation suite for Skillorea from scratch — an AI-driven EdTech platform covering skill development, online tuition, wellness, and JEE/NEET preparation — producing user guides, app onboarding flows, and feature walkthroughs for both learner and instructor audiences.
- Collaborate with product managers, developers, and SMEs at every stage of the design and development lifecycle to gather technical information, verify accuracy, and align documentation to each release cycle.
- Create standardised content across platforms — technical blogs, thought-leadership articles on Generative AI and multi-cloud architecture, and promotional materials — ensuring consistent messaging and brand voice across all customer touchpoints.
- Produce customer-facing decks and educational materials for Cogniitec's core IT services (AI, Cloud Computing, App Development), translating complex systems into plain language for both technical and non-technical audiences.
- Participate in sprint planning and content reviews, maintaining editorial quality standards for tone, accuracy, and clarity across all deliverables.

Content Writer — Product & Marketing Documentation

Oct 2023 – Jul 2024

Maxbyte Technologies · Coimbatore

- Produced a focused portfolio of B2B deliverables across SaaS, smart manufacturing, and IIoT verticals — brochures, one-pagers, white papers, sales decks, and customer-facing presentations — within a 9-month engagement.

- Authored user guides, tutorials, and Standard Operating Procedures (SOPs) in close coordination with engineering and product teams, ensuring technical precision and usability for manufacturing and IIoT audiences.
- Managed end-to-end campaign execution from concept to delivery, reviewing technical content and maintaining consistent brand messaging across all deliverables.
- Optimised all digital content for SEO performance across blogs, social assets, and campaign collateral; maintained rigorous editorial standards for tone, clarity, and flow.

Career Break — Independent Consulting & Personal Commitments · 2019 – 2023

Planned break for family commitments; continued independent content and curriculum consulting, building domain knowledge in digital content strategy, educational design, and B2B writing.

Assistant Professor — English

Dec 2018 – Mar 2019

Bishop Ambrose College · Coimbatore

- Designed and delivered academic course materials, translating complex literary and linguistic concepts for diverse student audiences — the same plain-language instinct now applied to technical documentation.
- Collaborated with faculty to develop technical course materials and educational documentation, ensuring grammatical precision and instructional clarity.

High School Teacher — English

2010 – 2018

Sree Narayana Mission Matriculation School, Coimbatore · Holy Cross CBSE School, Kerala

Designed English literature and writing curricula across school levels; led curriculum development, content editing, and textbook review. Built the communication clarity and instructional sequencing that underpins the technical documentation work today.

EDUCATION

MA in English	Annamalai University	<i>2010 – 2013</i>
B.Ed in English	Calicut University	<i>2008 – 2009</i>
BA in English	Calicut University	<i>2006 – 2008</i>

TOOLS & SKILLS

Authoring & CMS: Microsoft Word, Microsoft PowerPoint, Google Workspace (Docs, Sheets, Slides, Classroom), content management systems

Design & Collaboration: Figma, Canva, Miro, Adobe Experience Platform, Photoshop

Project & Workflow: Jira, Agile/sprint-based delivery, cross-functional stakeholder coordination

Domains: Artificial Intelligence, Cloud Computing, IIoT, Smart Manufacturing, SaaS, EdTech

Languages: English (expert — written and spoken), Tamil, Malayalam
