

N JENCY FLORA

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Detail-oriented Content Writer with hands-on experience in content creation, linguistic QA, and documentation quality at Amazon. Strong ability to understand and simplify complex information, backed by a solid foundation in English Literature and professional experience in content writing, translation, and cross-functional collaboration. Skilled in creating clear, developer-friendly documentation, reviewing content for accuracy and consistency, and maintaining high documentation standards. Experienced in handling and delivering webinars, training sessions, and knowledge-sharing presentations for diverse audiences. Adept at delivering structured guides, tutorials, and visual aids that enhance user understanding. Proven record of ownership, analytical thinking, and delivering high-quality content under tight timelines.

Experiences

AI Content Writer (Full time) at Amazon Corp. (August 2024 to Present)

- Contributed for Pilot projects in multiple workflows and showed excellence in quality.
- Conducted linguistic QA on AI-generated content and also fed manual content to ensure accuracy and contextual relevance.
- Identified and flagged inconsistencies in tone, grammar, and factuality.
- Collaborated with cross-functional teams to implement quality improvements and resolve content defects.
- Maintained high content accuracy rate, contributing to customer experience enhancement.

Content Writer (Full time) in Springbord (June 2024 to August 2024)

- Delivered content aligned with SEO standards and editorial guidelines.

Content Writer (Intern) in Sygnific Careers (June 2021 to December 2021)

- Drafted educational and promotional content.

Freelance Translator through Upwork (June 2022 to July 2023)

- Specialized in Hindi-English translation for global clients.

Education

PSGRKrishnammal College
for Women, Coimbatore —
MA English Literature
2022 – 2024

Indhra Gandhi National Open
University,
P.G Diploma in Translation
(Hindi ↔ English)
July 2022 – June 2023

PSGRKrishnammal College
for Women, Coimbatore —
BA English Literature
2019 - 2022

Kendriya Vidyalaya, Coimbatore.
11th & 12th grade
2017 - 2019
Biology - Mathematics

Kendriya Vidyalaya, Vijayanarayanam.
1st - 10th grade
2008 - 2017

Co-curricular activities

- National Cadet Corps (NCC)
- Bharat Scouts & Guides (BS&G)
- Karate – Brown Belt
- Judo – National Medallist
- Keyboardist

Skills

- Content Writing & Translation
- Handling Webinars & Trainings
- SEO writing
- Proofreading & Subtitling
- Interpersonal Communication
- Time Management & Flexibility
- Conflict Resolution & Leadership
- Punctuality & Honesty

Awards

- Rashtrapathi Award (BS&G).
- National Level Judo – 2nd Place.
- Extra Mile Award – For four consecutive quarters at Amazon for "Bias for Action" and "Taking Ownership".

Certifications

- “Grammar and Punctuation” - White Space
- “English Language for Competitive Exams” - NPTEL
- Spell Bee

Languages

- English
- Hindi
- Tamil
- Sanskrit
- German (Level 1)