

TASLIMA NASREEN

SENIOR CONTENT WRITER
AI-DRIVEN DIGITAL EXPERIENCES

CONTACT

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- Chennai

EDUCATION

2016 - 2020
SMK FOMRA INSTITUTE OF
TECHNOLOGY

- B.E EEE

SKILLS

- Backlog management
- User stories & acceptance criteria
- Sprint planning & retrospectives
- User research & usability testing
- Competitor analysis
- Feature prioritization

TOOLS

- AEM, WordPress, Contentful
- CRM systems (exposure)
- Analytics dashboards (engagement metrics)
- Email automation tools (exposure)

LANGUAGES

- English
- Tamil
- Hindi
- Urdu

PROFILE SUMMARY

Dynamic technical writing professional with 4+ years of experience delivering AI-ready, user-centric content across leading organizations including Amazon, WNS, Skill-Lync, and Sutherland. Adept at simplifying complex product concepts, workflows, and networking technologies for diverse audiences. Skilled in Generative AI, CMS management, and content analytics to drive innovation in technical communication. Proven ability to lead cross-functional teams, establish standardized content strategies, and mentor junior writers while integrating Gen AI use cases into documentation workflows

WORK EXPERIENCE

Amazon 2024 - 2025

AI Content Writer

- Developed AI-ready content workflows, ensuring compliance with global standards and seamless integration with AI-powered tools.
- Conducted root cause analysis for publishing and workflow issues, collaborating with engineers and product managers to resolve defects.
- Applied AI-driven analytics to identify gaps and enhance user experience.
- Partnered with tech teams to deliver structured documentation for complex systems.

WNS 2023 - 2024

Content Writer

- Created digital content for global clients, improving organic visibility and customer engagement.
- Conducted SEO optimization and competitor analysis to enhance content performance.
- Streamlined workflows and documentation, contributing to standardized content processes.

Skill Lync 2022 - 2023

Technical Content Writer

- Produced and optimized technical documentation for engineering concepts, simplifying complex topics for learners and professionals.
- Collaborated with SMEs, engineers, and product managers to improve content quality.
- Applied structured authoring principles (DITA/XML) and performed quality checks across platforms.

Sutherland 2020 - 2022

Customer Service Associate

- Strengthened customer communication, problem-solving, and relationship-building skills.
- Gained deep understanding of user behavior, enabling better alignment of content and marketing strategies.
- Consistently met performance metrics in a fast-paced environment.