**Blessymol Sebastian**

**Technical writer**

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Portfolio: <https://blessy-sebastian.github.io/>

**Technical Documentation | Content Development | User Guides | Agile Methodologies | UAT | Document Development Lifecycle (DDLC)**

Results-driven Technical Writer with 3 years of experience in **Maritime Technology** (Shipping Optimization), **Digital Publishing** / **Automated Content Management**, and **CAD Software** / **Architecture Tech** / **Multi-Platform Development** Domains. Adept at simplifying complex technical concepts for diverse audiences and enhancing user experience through well-structured manuals, online help systems, and release notes. Skilled in collaborating with cross-functional teams to drive process improvements and documentation efficiency. Strong background in project management methodologies and technical writing tools.

* Reduced documentation-related support tickets by 30% by developing a comprehensive document.
* Migrated and updated with over 500 pages of technical documentation, reducing client feedback requests by 40%.
* Improved document readability and engagement by 30% by redesigning content structure and layouts.
* Hands-on experience in test execution using different types of tests such as functional, usability, integration, regression, and Application Programming Interface (API) testing
* Created user manuals and release notes, enhancing clarity and user experience
* Demonstrated proficiency in marine terminology related to voyages, acquired through hands-on experience with the marine projects.

**Technical Skills**

Documentation Tools**: Adobe RoboHelp, MadCap Flare, MS Word, Snagit Editor**

Project Management & Collaboration: **JIRA, GitHub, Tortoise Git, MS Project**

Technical Proficiency: **Java, C Programming, HTML, CSS**

Data Analysis & Reporting**: Power BI, MS Excel (Advanced)**

Content Development: **Release Notes, User Guides, Product Demos, API Documentation**

Testing & QA: **UAT, Requirement Gathering, Agile Methodology**

**Work Experience**

**Technical Writer** |Thinkpalm Technologies Pvt Ltd / India**March 2021 – November 2023**

* Collaborated with product teams and subject matter experts to gather and define requirements for documentation projects.
* Coordinated with Business Analysts, Development, and QA teams to develop comprehensive project documentation, ensuring alignment with project goals.
* Authored user manuals, online help content, and release notes, ensuring clarity and usability.
* Led documentation migration, updating over 500 pages, enhancing accuracy and reducing support tickets.
* Standardized documentation templates improving efficiency and consistency across teams.
* Delivered comprehensive overviews of the online help documentation I created for the software product, ensuring clients clearly understood its structure, features, and how to navigate it effectively.
* Trained Technical Writer Juniors regarding the writing standards and best practices.
* Reviewed User Guides, Presentations, and Online Help Manuals of writers and provided feedback and suggestions.
* Demonstrated proficiency in marine terminology related to voyages, acquired through hands-on experience with the marine projects.

**Software Developer** | Indocosmo Systems Pvt Ltd / India**September 2019 – February 2021**

* Proficient in Java, HTML, SQL, and CSS, with extensive experience in web development and database management.
* Led a Machine Learning project named **Image Detection** for the client **ProField**, using Python, delivering insights that improved client decision-making processes by 25%.
* Developed and implemented TypeScript and ThreeJS solutions for the client **Marietta**, for their Project **WEBCAD**, designed for architectural design and layout simulation, widely used by homebuilders and construction firms.
* Collaborated with cross-functional teams to ensure seamless integration of new technologies and frameworks.

**education**

Graduate Certificate in Advanced Project Management and Strategic Leadership

Lambton College, Toronto, Canada **January 2024 – Present**

PG Diploma in Embedded Systems

Soften Technologies, Kerala, India **September 2018 – March 2019**

Bachelor of Technology in Electronics and Communication Engineering

Mahatma Gandhi University, Kerala, India **June** **2014 – July 2018**