

# Farida Kamal

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**Computer Science graduate** and Certified Python Programmer with 4 years of experience crafting **comprehensive documentation for Cloud and AI/ML products**. Seeking an **AI Developer Documentation Specialist role**.

Currently working as a **Technical Writer at GlobalLogic**. Currently developing and managing public-facing developer documentation for engineers, including developer guides, REST API documents, XML references, tutorials, and code snippets. Skilled in creating tutorial documentation in Colab notebooks using Python. Expertise in AI/ML documentation honed through personal projects. AI writing samples are available as blog articles (listed as links at the end of the resume) and newer doc samples provided to the recruiter.

## EXPERIENCE

### **GlobalLogic – San Jose, California, USA**

*API Technical Writer*

*September 2022- Present*

- Developed and maintained comprehensive documentation for public-facing developer portals (e.g., developers.google.com) across multiple cloud-based products, including **developer guides, new feature documentation, and REST APIs/XML reference materials**.
- Expert in prompt engineering for Large Language Models (LLMs), including Gemini, utilizing advanced techniques such as iterative prompting, few-shot prompting, chain-of-thought prompting, and prompt chaining to generate precise and desired responses.
- Proficient in using AI tools for custom AI solutions, including Google AI Studio, for creating structured prompts and leveraging multimodal AI capabilities.
- Skilled in **generating code snippets and full code examples across multiple languages**; able to **write Python code** directly and utilize AI tools to generate equivalent code in JavaScript, Node.js, and other languages as required by documentation needs.
- Streamlined documentation workflows by creating new processes with Product Technology Managers and resolving customer-reported documentation bugs.
- **Achievements:**
  - ◆ Modernized the entire documentation repository by converting HTML documents to Markdown, significantly improving language translation speed, reducing storage footprint, and enhancing code readability.
  - ◆ Accelerated documentation delivery by up to 80% (publishing new documents within 2 weeks) by leveraging AI tools to summarize product information and codebases, enabling rapid understanding and targeted questions to engineers. This facilitated earlier external user testing with documented APIs.
  - ◆ Increased content turnaround time by employing AI authoring tools to efficiently rewrite and update outdated documentation.
  - ◆ Demonstrated strong proficiency in command-line tools for generating REST API documentation and accessing cloud resources.
  - ◆ Collaborate cross-functionally with Software Engineers, Staff Technical Writers, and Product Technology Managers to ensure accurate and up-to-date document content.
  - ◆ Maintained high standards of documentation quality with a 90% error-free rate, supported by excellent proofreading and review skills, ensuring quick turnaround for critical documents with SLO compliance.d external users to test the product with the APIs provided in the documentation sooner.
- **Technical Proficiencies:**
  - ◆ **Documentation Technologies:** HTML, CSS, XML, Markdown (.md), Advanced Markdown with HTML, Python Snippets, JavaScript Snippets, JSON-LD, Microdata, client's internal publishing and deployment tools.
  - ◆ **AI Tools:** Gemini, Google AI Studio.
  - ◆ **Code Generation:** Editing and executing protocol buffer files(.proto) to generate REST APIs, Python (direct coding), AI-assisted generation for JavaScript, Node.js, and other languages.
  - ◆ **Tools & Platforms:** Command Line/Terminal), various internal deployment and publishing tools.
  - ◆ **Audience Focus:** Internal teams, external software developers, and the general public.

### **Apple via Apex Systems – Cupertino, California, USA**

*API Technical Writer*

*Aug 2021- September 2022*

- Creating documentation for Apple Maps L&D team
- Documentation types include
- New content as training manuals
- Update outdated documents
- Production Release /UI documentation: software/tools updates documentation
- API Documentation:
  - ◆ Write API features documentation in Confluence and then convert the documentation into markdown and publish it in the dev website using github

- ◆ Use ATOM to structure JSON parameters and update endpoints (GET,PUT,POST,PATCH,DELETE) using Python 'requests' library. Minor code testing and review of code to check response for the URL
- ◆ Check for status code and expected response for the API and communicate with developers for discrepancy
- Document maintenance for various languages
- Documentation tools: Markdown (.md) web pages, Advanced markdown with **HTML, Pages, Keynote, Gifs, Confluence, Git**
- Audiences include internal and external Team members, Software developers
- Supporting tools : **Github, Atom, VScode**
- Experience working with Agile Software Development Lifecycle (SDLC) model in a dynamic environment
- Quick turnaround time for critical documents with SLA compliance
- 90% error-free documentation. Excellent proof-reading and reviewing skills
- Ability to multitask on various priorities
- Other secondary responsibilities include working on Tableau for Dashboards for data analysis. Used Numbers for raw data extraction
- Experience working with Survey tools

## Omdena, USA

*AI Technical writer/ML engineer(Volunteer)*

*Jan 2021 – Jan 2023*

- Experience working with Machine Learning Lifecycle (Data collection, Data Annotations, Pre-processing, Train, Test, Evaluation and Deployment). Worked on Natural language Processing(NLP), Computer Vision and Voice Assistant projects with client datasets for startups
- **Contributed to technical Machine Learning articles for Omdena blog**
- Coordinate with teams to structure the product documentation.
- Work on developing the product by testing the product using various prompts and fine tuning the prompts.
- Experience working with NLP/NLU, Computer Vision and Voice Assistant projects
- Managing task teams and coordinating with the Product Owner and client for delivery timelines
- 60% managerial tasks and 40% developer tasks
- Organizing meetings to track member progress, identifying scope creep and realignment of project goals
- Identifying solutions with intense brainstorming meetings and reviewing research paper literature
- Cleaned the unstructured raw dataset. Performed annotations to the cleaned raw dataset to produce labeled dataset
- Experience using python cleaning libraries like Regex, Beautiful Soup, librossa, Super resolution modeling, Spectrogram analysis for pre-processing datasets for NLP, Computer Vision and Voice Assistant projects
- Expertise in Exploratory Data Analysis (EDA) for Text, Tables, databases and voice datasets
- Experience working with Supervised Learning-Classification models like regression models (Linear Regression and Logistic regression), Gradient boosting models (Xgboost), MLPclassifier for NLP and Pix2Pix and Autoencoders using Keras in Computer Vision projects
- Built a Natural Language Processing (NLP) Binary Text Classification model (Supervised Learning) for Hate Speech Detection in a news website. Applied various ML tools for feature extraction/feature engineering/vector embeddings using SpaCy, NLTK, Gensim. Researched on BERT transformers for vector embeddings. Implemented various Hyper-Parameter tuning methods to increase the accuracy, efficiency of various ML models to 91%. Implemented various ML metrics to validate the ML model
- Worked on implementing metrics like Accuracy, Confusion matrix, Precision, Recall, f1 score for NLP and SSIM, PSNR for Computer vision project
- Beginner level understanding of Deployment of ML models. Worked on Onepanel Kubernetes cluster to deploy ML model in CVAT for pseudo-labeling

## Sabbatical

### US IT Solutions– Sunnyvale, California, USA

*Business Data Analyst*

*Dec 2015 – Mar 2016*

- Worked on Business Requirements, Functional Requirements, Data Modelling, Use-case diagrams, Unified Modelling Language (UML), Vendor Management
- Create solution scenarios for various business challenges to increase Sales
- Dashboards using Tableau for snapshot of status of the business

### Tech Mahindra – Chennai, India

*Business Data Analyst*

*Aug 2007 – Aug 2011*

- Run SQL Queries (T-SQL) and Oracle Scripts
- Data Visualisations and reporting with historical data to identify status of the business in Excel and Tableau
- Run VBA macros for data cleaning using VBScript language
- Create solution scenarios for various business challenges including forecasting and budgeting
- Streamlined document workflow thereby reducing burden time by 80% and Report generation

## LEADERSHIP

### **Omdena - Mountain View, California**

Lead ML Engineer Jan 2021 – December 2022

- Conducted Project Management tasks in organizing work structure for the team
- Chaired meetings created documentation for the project

## EDUCATION

### **PONDICHERRY UNIVERSITY – Puducherry, India**

Bachelor of Engineering, Computer Science (CS) Apr 2005

Master's in Business Administration, Information Systems Apr 2007

## ADDITIONAL

**Technical:** Proficient in Python, Exploratory Data Analysis, Scipy-Pandas, Numpy, Scikit Learn, Matplotlib, Jupyter Notebook(ipython), Colab, Seaborn, Regex, Beautiful Soup, SpaCy, NLTK ,librosa, pyaudio, SQL, Oracle, Tableau

**Certifications & Training:** Certified in Data Analysis in Python from FreeCodeCamp, Certified in Google AI Essentials

**Projects:** <https://repl.it/@faridacodes>, Github:<https://github.com/Faridacoding/Hashnode>

**Blog:** <https://faridawrites.hashnode.dev/>

**Languages:** Fluent in English, Tamil, Urdu, Hindi, conversational proficiency in French, basic understanding of Korean and Japanese

### Technical Writing Blog Sample for Developer Audience

Data Analysis in Python for ML :

<https://faridawrites.hashnode.dev/10-minutes-to-data-analysis-in-python-for-machine-learning>.

Computer Vision Super Resolution tutorial:

<https://omdena.com/blog/enhancing-drone-imagery-with-super-resolution-using-deep-learning/>

Voice Assistant/ Stationary Noise Cleaning for Audio Datasets:

<https://faridawrites.hashnode.dev/noise-cleaning-for-audio-datasets>