

Navee Kaur

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EDUCATION

University of Washington

Bachelor of Science in Biology

Bothell, WA

Sep 2013 – Dec 2016

University of Washington

Minor in Computer Science and Software Engineering

Bothell, WA

Mar 2016 – Jun 2018

SKILLS

Writing: Technical writing process; tutorials; Javadoc; Project Initiation Documentation; process diagrams

Technologies: Java; C++; Markdown; XML; Git; HTML/CSS; Amazon DocumentDB; Amazon QuickSight; GCP Compute Engine; Jira; Visual Studio; IntelliJ, Cloud9, Bash

Management: Agile project management; planning Work Breakdown Structure; risk management; SME interview experience; analysis and design for software development

EXPERIENCE

Technical Writer, Amazon Web Services

Sep 2019 - Present

Working directly with developers, product managers, and other SMEs in a fast-paced, fluid environment to create user and developer guides, in-depth documentation on product features, code samples, and FAQ reference materials.

- Collected and utilized customer feedback data to improve existing documentation for Amazon DocumentDB and Amazon QuickSight. The data helped ensure the technical detail of the products were clearly described and procedural steps were easy to follow. Further data has shown a decrease in negative customer feedback.
- Created tutorials and code samples for features lacking internal design documentations by learning the feature first-hand. Also updated existing feature documentation to showcase all scenarios. There is nothing more wholesome than a complete set of documented features.
- Led an initiative to create best practices for the technical writing process on my team. For example, common development environments and review links using git as version control. This improved team collaboration and eased debugging for build errors.

SQL Content Curator, Avanade

Mar 2019 - Aug 2019

Worked with the business analysis team to create a process for qualifying and validating customers for Avanade's program for end of SQL support options.

- Curated technical guidance materials to provide during customer-facing kickoff workshops and business value pitches used by teams to educate and influence Microsoft partners and customers in the field.
- Conducted awareness training sessions to educate customers about SQL Server 2008 end of life scenarios and its impact on their infrastructure/applications and options available to migrate to SQL Azure and 2017 on-prem.

Technical Writer, Cisco through Trilyon, Inc

Oct 2018 - Dec 2018

A contract opportunity, in which I created documentation for new features and edited existing product documentation for the Cisco Webex Teams app.

- Worked with the on-site engineering team and remote stakeholders to gather requirements for new features, and planned and developed high-quality documentation for these features.
- Organized existing documentation in the content manager to allow for easier access for the team. Also restructured existing documentation for product updates or to apply customer feedback.

Technical Writer Intern, Google Cloud Platform

Jun 2018 - Aug 2018

I LOVE GCP!

- Created a step-by-step guide on deploying Jira as a service on Google Cloud Platform
- Gained invaluable experience in the technical writing process by gathering requirements from subject matter experts, planning deliverables, drafting solutions, testing associated technologies, and publishing.
- Learned how to review peer documents and provide critical feedback to improve document clarity and conciseness. Also received valuable insight from senior editors and writers for my review process.
- Created a supplementary YouTube tutorial for a better user experience.