

# RAMYA KARANAM

[karanamramya3718@gmail.com](mailto:karanamramya3718@gmail.com) | +91-8970357206 | Bangalore, Karnataka | [Linkedin](#) | [Portfolio](#)

## Professional Summary

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Versatile Technical Writer and Technical Support Engineer with hands-on experience in documenting UI workflows, REST APIs, and .NET web applications, as well as troubleshooting and maintaining production systems. Skilled at translating complex technical processes into clear, user-friendly documentation, while also diagnosing, analyzing, and resolving application issues. Strong background in .NET, HTML, CSS, SQL, and REST APIs, with proven collaboration skills across UI/UX, QA, and product teams. Passionate about improving usability, consistency, and customer experience through structured documentation and responsive support.

## Skills

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- Documentation: UI Workflows, REST API Documentation, Swagger, User Guides, Technical Articles, Version Control
- Technical Support: Troubleshooting, Incident Management, Ticket Resolution, Log Analysis, Client Communication
- Technical: C#, .NET Core, SQL, HTML, CSS, JavaScript, REST APIs
- Tools & Frameworks: Postman, Swagger, Git, Jira, Agile, Markdown, MS Word
- Soft Skills: Collaboration, Communication, Problem Solving, Attention to Detail

## Experience

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Technical Writer|Han Digital Solution Pvt Ltd

Feb 2025 - May 2025

- Analyzed **UI system interaction recordings** to create structured documentation for internal and client-facing applications.
- Authored **step-by-step user guides, process documents, and release notes** improving onboarding efficiency.
- Collaborated with **UI/UX, QA, and product teams** to ensure clarity and technical accuracy across documents.
- Designed **API reference documentation** using Swagger, ensuring consistent parameter naming and response formatting.
- Maintained and updated **documentation repositories** to reflect product version changes and new feature rollouts.
- Created **knowledge base articles** and visual workflow diagrams to simplify troubleshooting processes.
- Standardized **documentation templates and style guidelines** improving readability across teams.

## Software Engineer|Confiable Solutions

Sep 2022 - Feb 2022

- Developed and maintained **responsive web applications** using .NET, HTML, CSS, and JavaScript.
- Provided **application and production support**, resolving front-end, API, and database-related issues.
- Analyzed **logs, API calls, and SQL queries** to identify and fix performance bottlenecks.
- Created **internal support documentation**, deployment guides, and API usage manuals to aid cross-team collaboration.
- Collaborated with **QA engineers and UI/UX designers** to enhance usability and reduce client-reported issues by 25%.
- Implemented **REST API integrations** and tested endpoints using Postman and Swagger.
- Participated in **Agile ceremonies (stand-ups, sprint planning, retrospectives)** ensuring timely feature delivery.
- Documented recurring support issues, contributing to a **knowledge repository** that improved resolution time.
- Assisted clients with **technical issue triage, service requests, and bug reports**, improving customer satisfaction.

## Software Intern|Zibtek

Mar 2022 - Aug 2022

- Built and tested **CRUD-based web applications** using .NET and SQL with integrated Swagger for API documentation.
- Designed **database schemas** and optimized SQL queries for better performance and data consistency.
- Supported developers in **debugging and troubleshooting** code during application testing phases.
- Conducted **API testing and validation** using Postman to ensure correct response handling and error management.
- Participated in **team stand-ups, reviews, and technical brainstorming sessions** to improve project execution.
- Assisted in creating **release documentation and test reports** for client delivery.

## Licenses and Certifications

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- Building Web APIs with ASP.NET Core in .NET – LinkedIn (Sep 2022)
- SQL Essential Training (2019) – LinkedIn (Dec 2019)

## Education

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### **Master of Computer Applications (M.C.A)**

Nitte Meenakshi Institute of Technology (2021-2022)

### **Bachelor of Computer Applications (B.C.A)**

Maharani Lakshmi Ammanni College For Women (2017-2020)