

Sriraksha Deshpande

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SUMMARY

An efficient Technical Writer with 4+ years of professional experience (ITSM domain) and a Master of Science in Technical & Professional Communication. Proficient in using authoring tools, collaborating with subject matter experts and cross-functional teams, and agile methodology.

SKILLS

- Authoring tools- Atlassian Confluence (Wiki), Microsoft Office Suite, Adobe InDesign, Google Docs
- Applications- Camtasia, Snagit, Visio, JIRA, SharePoint, GitHub, Adobe RoboHelp, Adobe Photoshop, Adobe FrameMaker, Amazon Polly (AWS), ServiceNow, Instructure Canvas LMS, Qualtrics, Panopto, Respondus, ProctorU
- Content Management System- Hygraph editor, Whatfix Editor (In-app guidance), WIX editor, Adobe Dreamweaver
- Programming languages- HTML & CSS, Java

WORK EXPERIENCE

Graduate Assistant, Biggio Center for Enhancement of Teaching & Learning, Auburn, AL, USA July 2022 - May 2023

- Contributed to the creation of knowledge base articles that assisted technology users on campus.
- Assisted faculty and students via calls and in-person engagement on platforms like Instructure Canvas LMS, Zoom, Panopto, and Qualtrics, thereby enhancing pedagogical support.
- Crafted about 30+ descriptive blurbs and edited website content using Hygraph to improve readability/findability.
- Improved user experience by troubleshooting over 100 tickets through ServiceNow to achieve a streamlined process.

Graduate Assistant, Auburn University, AL, USA Aug 2021 - July 2022

- Worked on a Grant Seed project as a summer research assistant to create RFP documents for the IRB approval process.
- Created a survey using Qualtrics, transcribed interviews, and copyedited tasks based on editorial feedback.
- Designed lesson plans and conducted literature lectures as a Teaching Assistant for over 40 undergraduate students.
- Graded assignments on Canvas LMS and proctored multiple exams for a class of 150+ students.

Associate Information Developer, BMC Software Pvt. Ltd., Pune, India Mar 2018 - June 2021

- Documented 20+ features using Atlassian Confluence (Wiki) for a SaaS product hosted on Salesforce.
- Used JIRA to collaborate with subject matter experts (Dev & QA), editors, peers, and information architects.
- Restructured legacy content and created release notes in compliance with DDLC and style guide.
- Designed graphics, videos, and flows (in-app guidance) using Snagit, Camtasia, Whatfix editor, and MS PowerPoint.
- Presented the published documents to all the stakeholders in organization-wide meetings (quarterly).

Technical Writer Intern, Technowrites Pvt. Ltd., Pune, India Sept 2017 - Feb 2018

- Contributed to 10+ projects involving API documentation, user manuals, technical notes, POCs, and RCOs.
- Developed content for sectors such as healthcare, e-commerce, supply chain, and virtual classrooms.

CERTIFICATIONS

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|---|-------------------|
| 1. Salesforce Trailhead Basic & Advanced | March 2020 |
| 2. Information Mapping (Information Mapping Foundation+ Mastering Successful Policies and Procedures) | Dec 2019 |
| 3. ITIL (Information Technology Infrastructure Library) V3 | July 2018 |
| 4. DTC (Diploma in Technical Communication) | Aug 2017 |
| 5. Diploma in Java (IBM certified project) | Dec 2016 |

EDUCATION

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| Master of Science (M.S) Technical and Professional Communication
Auburn University, AL, USA | Aug 2021 - May 2023 |
| Bachelor of Engineering (B.E) Computers
Savitribai Phule Pune University, Pune, India | Aug 2012 - May 2016 |

LEADERSHIP, COMMUNICATION, & OUTREACH

- Planned and managed seven successful large-scale events on campus as the Treasurer of a student organization. This involved pitching to sponsors for funds, attending meetings, promotions, advertising, and marketing.
- Participated in and attended Toastmasters International events to enhance public speaking and communication skills.
- Hosted and successfully managed property on Airbnb. Provided a great user experience for over 20 customers.