

Reshma RK

Senior Information
Developer

Contact

Address
Bangalore, India 560076

Phone
9980147892

E-mail
reshraokrishnan@gmail.com

Web Profile
<https://reshrktechwriter.carrd.co>

LinkedIn
www.linkedin.com/in/reshmark/

Portfolio
<https://github.com/rrkdeveloper/Portfolio>

Skills

Technical Writing

API Documentation

Software Documentation

Product Documentation

Information Development

Video Editing

Tools and Technologies

Doc360

RoboHelp

DITA XML

Oxygen XML

JIRA

Git

JSON

Agile Methodology

Professional Summary

Accomplished professional with 4+ years of experience in technical writing and a comprehensive software engineering background spanning over 10.5 years.

Proven ability to create clear and concise documentation, collaborate with cross-functional teams, and streamline workflows. Committed to delivering high-quality documentation that enhances the user experience and drives successful product adoption.

Seeking a role in a collaborative, growth-oriented environment where I can use my technical expertise, writing skills, and overall product development experience to make a significant impact.

Work Experience

- 2022-04 -
Current

Senior Information Developer

Syndigo Riversand, Bangalore

 - Collaborated with three cross-functional teams to design and develop 30+ new topics, expanding and updating the company's documentation.
 - Spearheaded the overhaul and restructuring of the product offering documentation, enhancing clarity and accuracy by editing and rewriting 195+ topics, resulting in improved user satisfaction scores.
 - Independently facilitated the documentation for a product suite, ensuring comprehensive and well-organized resources for users.
 - Advocated early and enthusiastic adoption of JIRA by creating dashboards and filters to track cross-team tasks, resulting in improved task visibility and an increase in task completion efficiency.
 - Proficient in creating engaging documentation materials, including videos, gifs, and Whatfix videos, resulting in higher user engagement and improved understanding of product features.
- 2014-03 -
2016-04

Technical Writer

Digital.Ai formerly Numerify, Bangalore

 - Developed comprehensive online help documentation for Numerify's product dashboards.
 - Collaborated with leaders and stakeholders to strategize and execute technical writing content within specified timelines.
 - Facilitated the creation and maintenance of the documentation plan to ensure accuracy and relevance.
 - Contributed to the company's website by writing a compelling blog article.

SnagIt
Camtasia
Whatfix

Languages

JavaScript
C++
SQL
HTML5
CSS3

2010-11 -
2013-01

Senior Systems Engineer
IBM India Pvt. Ltd. , Bangalore

- Created and maintained essential developer documents, including application design, unit and assembly test cases, and plans.
- Developed code for the AT&T billing application using C++, Unix, and SQL, contributing to its successful implementation.

2006-06 -
2010-10

Software Engineer
Wipro Technologies, Bangalore, Hyderabad

- Demonstrated expertise in successfully managing complex projects across all phases of the Software Development Life Cycle (SDLC).
- Played a key role as a developer in the creation of a robust database application tool on the HP NeoView System, utilizing C++ and SQL.
- Delivered high-quality presentations to clients, providing updates on project progress, proactively addressing issues, and actively participating in their resolution.
- Utilized AGILE methodology extensively in the DBExpand and MetadataViews (MWs) projects, ensuring efficient and effective project execution.

Education

2002-06 -
2006-05

Bachelor of Technology: Information Technology
PSG College of Technology - Coimbatore