STEEV JOSE KUNDUKULANGARA

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PROFILE SUMMARY

I am a seasoned technical writer that transitioned from a system analyst role. As I was passionate about translating complex information to novice users, I decided to make this transition. The following experience provides a high-level overview of my contributions. I would be happy to elaborate on my achievements when we connect.

EDUCATION

Bachelor of Science, Information Technology   May 2014
University of Mumbai

PROFESSIONAL EXPERIENCE

Perfios Software Solutions, Bangalore, India – *Senior Technical Writer*   Apr 2024– Present
● Migrated all API documents from Google docs to Open API specifications. (*Achieved recognition from PM*).
● Created a Product Site using Docusaurus for internal products from scratch.
● Created certification contents for product for internal team members. (Achieved recognition from PM).

Accionlabs Pvt Ltd, Bangalore, India – *Senior Technical Writer*   May 2022– Mar 2024
● Created an internal knowledge base on Google sites for information search.
● Created user manuals, API documents, and worked with stakeholders to research and write white papers.

Westernlotto, Lagos, Nigeria – *System Analyst*   Dec 2018– Mar 2022
● Automated generation of Excel reports using Pandas library from Python significantly reducing manual effort and improving efficiency.
● Developed a custom program in Python to analyze and identify the most played numbers in the lottery to help mitigate risks and increase profitability by 20%.
● Created a support site in Wordpress to answer queries of the online betting customers.

Dusane Infotech, Mumbai, India—Technical Support Engineer   Oct 2016 - Oct 2018
● Visited 3 different clients sites in Nigeria for product launch and training.
● Created user manuals and support sites for clients in Africa.

IT Source Pvt Ltd, Mumbai, India –Technical Support Engineer   Jun 2015– Oct 2016
● Served as primary point of contact for support relating to owned solutions and products

TECHNICAL SKILLS

YAML | Markdown |HTML | Python | Git | SQL

TOOLS EXPERTISE

Camtasia | Static Site Generators |OpenAPI |Confluence | Jira | Canva | Shotcut | DITA

HONORS & AWARDS

Pat on the back
● Achieved for OpenAPI implementation and Swagger Bundling.
● Preparing Certification material for internal training.

PORTFOLIO

● https://github.com/kstevejose
● https://kstevejose.hashnode.dev/