

## SUMMARY

Experienced Technical Writer with a data engineering background, skilled in creating documentation that bridges the gap between development teams, stakeholders, and end-users. Authored 100+ comprehensive user guides, technical manuals, and training materials enhancing project success for global teams.

## EDUCATION

<b>Northeastern University</b> Master of Science in Information Systems <b>Jawaharlal Nehru Technological University, India</b> Bachelor of Technology in Computer Science and Engineering	<b>Sep 2019 - Aug 2021</b> GPA: 3.91/4.0 <b>Sep 2013 - April 2017</b> GPA: 3.76/4.0
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## TECHNICAL SKILLS

- Writing Tools** : Markdown, LaTeX, MadCap Flare, Adobe FrameMaker
- Programming Languages**: SQL, PL/SQL, Python, UNIX shell scripting
- AWS Services** : Redshift, S3, AWS Glue, AppFlow, CloudWatch, IAM, Secrets Manager, RDS
- Database/Storage** : Microsoft SQL Server, Oracle MySQL, PostgreSQL, NoSQL-MongoDB, HBase
- Operating System** : Red hat Enterprise Linux, Ubuntu, Windows, OSX
- Certifications** : Salesforce Platform App Builder, Administrator, Platform Developer 1, Google Developers - Technical Writing One and Two
- Other Tools** : Git, Jira, Microsoft Office, Tableau, Salesforce, SharePoint, PowerBI, ServiceNow

## PROFESSIONAL EXPERIENCE

- Technical Writer, Data Engineering at Amazon** **Oct 2021 - Present**
- Author comprehensive documentation for ETL pipelines, data formats (XML, JSON) and AWS services
  - Develop user guides and technical manuals for internal tools and processes
  - Conduct knowledge-sharing sessions and created training materials for new hires
  - Design and implement scalable ETL pipelines, including data inspection, cleansing, transformation, and modeling using AWS Services
  - Develop and optimize SQL queries, boosting Redshift performance by 80% and automate data processes using Python
- Data Analyst, Technical Writer Intern at Zeevo Group** **Feb 2021 – July 2021**
- Documented reports, dashboards, and data analysis processes using PowerBI
  - Wrote technical guides on SQL queries, data auditing, and automation techniques
  - Developed automated workflows and step-by-step procedures using Microsoft Power Automate
  - Analyzed flight data using SQL queries, joins and triggers across multiple databases for auditing
- Graduate Teaching Assistant at Northeastern University** **Sep 2020 - Dec 2020**
- Assisted in creating course materials and tutorials for Data Management and Database Design, while providing feedback to students
  - Conducted weekly tutoring sessions, guiding students and assessing their progress to reinforce key concepts
- Data Analyst, Technical Writer at Cognizant Technology Solutions** **May 2018 - Aug 2019**
- Integrated Salesforce with Qualtrics to build surveys using configurations, customizations, HTML, CSS & JS
  - Performed response mapping and retrieved records using SOQL (like SQL). Automated survey data collection and analysis with a workflow rule, reducing survey creation and feedback analysis time by 85%
  - Authored detailed technical documentation, user guides and training materials for system integration, data retrieval, and automation processes

## ACADEMIC PROJECTS

- Big Data Analysis of Book Crossing (MongoDB, Hadoop, Pig, HiveQL, Mahout, PowerBI)** **December 2020**
- Analyzed the dataset by using MapReduce filtering, organization, secondary sorting and chaining techniques
  - Documented and built a book recommendation system utilizing MongoDB, Hadoop, Pig, HiveQL and HBase
- Resort Management System (SQL, DDL, Microsoft SSMS, PowerBI)** **May 2020 - August 2020**
- Led a team of 4 to design a normalized ERD, implement a secure relational database with triggers, constraints, and encrypted columns
  - Authored technical documentation on database design, security features, and visualization techniques