

Natasha D'Silva

University of Toronto, HBS. in Computer Science and Management, 2008.

Toronto, Canada

(416) 524-6911

ndsilva@ca.ibm.com

RELEVANT EXPERIENCE

IBM — *Developer, Writer and Community Manager*

NOVEMBER 2016 – FEBRUARY 2021

- Created and published written content and videos for IBM Streams on various sites, including [IBM Community](#), YouTube, and [Medium](#).
- Supported end-users by answering questions on forums and StackOverflow.
- Developed an [online catalog of code samples](#) to help users find examples.
- Improved quality by providing an end-user's perspective on proposed features to development teams.
- Planned and scheduled content to address gaps and promote new releases.
- Provided guidance to developers who contributed articles to improve clarity and simplicity.
- Assisted sales teams with proofs of concept (PoCs) by consulting on solution architecture and developing samples.

IBM — *Software Developer*

SEPTEMBER 2008 - PRESENT

- Various software development and support roles. Most recently, front end development for IBM Streams using JavaScript.
- Frequently required to quickly learn new technologies and languages.
- One of my ideas is now part of a product, and another won 2nd place in a hackathon.
- Experience with open source development, including the Eclipse project.

IBM — *Software Development Intern*

MAY 2006 - APRIL 2008

- Developed product features using Java, C/C++, and JUnit.
- Worked with other teams to gather requirements and feedback.

SKILLS SUMMARY

4 years' experience with creating, editing, and proofreading technical content.

13+ years' experience in software development and support.

Experience with Camtasia, WordPress, Markdown, Jupyter Notebooks, IBM Cloud, IBM Cloud Pak for Data, Docker, Kafka, Git, GitHub, Java, Python, JavaScript, C/C++, Node.js, Bash, CSS, React, Linux, and Mac OS.

References available on request.