

# Prajakta Kulkarni

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## EDUCATION

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### G. H. Raison College of Engineering

*Master of Engineering in Computer Science, Minor in WCC*

August 2013 – July 2015

*Nagpur, MH*

### G. H. Raison Institute of Engineering & Technology For Women

*Bachelor of Engineering*

August 2008 – April 2012

*Nagpur, MH*

## EXPERIENCE

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### Apple Inc. (contractor)

*Technical Writer*

May 2022 - Present

*Sunnyvale, CA*

- Developed and maintained the RESTful and GraphQL API documentation for Apple's internal project management tool, Radar; ensuring accuracy and clarity for novice and experienced developers.
- Collaborated with cross-functional teams to define documentation needs and shaped content strategy based on product goals, user feedback, and business priorities.
- Carried out regular reviews of the existing documentation to reflect APIs and software feature changes.
- Led the effort to overhaul API documentation for 170+ undocumented APIs, improving clarity and developer experience, which reduced support queries by 30%.
- Worked with UX/UI teams to ensure consistency between product interfaces and supporting documentation, improving user experience across platforms.
- Worked as EPM on a project related to decommissioning legacy APIs.
- Authored automated test scripts for APIs using the Postman application.
- Supported Radar's community of developers and integrators using Slack and Radar with technical troubleshooting—bringing bugs and issues to the Radar development team for resolution.
- Created content for the AI/ML feature and presented it to the team.

### JPMorgan Chase & Co

*Technical Writer*

March 2020 - August 2021

*Bangalore, KA*

- Crafted product documentation, including conceptual, task-based, and technical documentation, like internal training materials, SOP (Standard Operating Procedures).
- Utilized writing, editing, formatting, and proofreading skills to publish error-free content using Adobe RoboHelp.
- Handled mainly the Change Requests(CRs) from 5 larger libraries out of 54 libraries containing 5000+ procedures.
- Handled Procedure ID generation and collaborated with the External Quality Assurance team.
- Interviewed SMEs to document in easily understandable language by a broad audience.
- Coordinated in the weekly releases and handled a few independently.
- Worked with the technical team on resolving the merge conflicts in Bitbucket.
- Presented and explained the CMT tool to the other teams and gave an end-to-end demo on "Publishing the procedures".

### Bangalore University

*Assistant Professor*

February 2016 - May 2018

*Bangalore, KA*

- Taught technical subjects such as Java, Operation Research, Theory of Computation, and Artificial Intelligence using MS PowerPoint presentations.
- Handled technical projects and project documentation for post-graduation students.
- Created lab manuals, notes, and presentations for the technical subjects.
- Being an AICTE coordinator, developed the documentation for AICTE accreditation.
- Worked as a cultural programs coordinator.

### Nagpur University

*Assistant Professor*

January 2013 - October 2015

*Bhandara, MH*

- Taught technical subjects like Java, Visual Basics, Database Management Systems, Theory of Computation, Ethics in IT, and written notes for the same.

- Handled projects and project documentation for groups of students.
- Crafted lab manuals, notes, and presentations for the technical subjects.
- Invigilated University exams.
- Published Research papers.

## Oakland Systems

*Trainee Java Developer*

September 2012 – December 2012

*Nagpur, MH*

- Worked as a Trainee Java Developer on medicine inventory module.

## TECHNICAL SKILLS

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**Technology:** Java, Python, C/C++, SQL, HTML/CSS, Markdown, DITA XML, RESTful APIs

**Documentation Tools:** OpenAPI/Swagger, Adobe RoboHelp, Quip, MS Word, Adobe FrameMaker, Oxygen XML Author, Github wiki, Strapi

**Developer Tools:** PyCharm, IntelliJ, Eclipse, Visual Studio Code

**Graphics Tools:** Adobe Photoshop, MS Visio, Snagit, Adobe Illustrator

**Collaboration Tools:** SharePoint, Bitbucket, Git, Jira, Radar, Slack

**Presentation Tools:** MS PowerPoint

**API validation Tools:** Postman, Insomnia, Charles Proxy, GraphiQL

## AWARDS

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Received Charismatic Award at JPMorgan Chase & Co. for leadership and collaboration skills.