

PROFESSIONAL SUMMARY

A highly resourceful, flexible, innovative, and self-motivated technical writer with more than 7 years of experience in designing, writing, and editing technical documentation and developing learning assets, such as tutorials and videos.

EXPERIENCE

September, 2020 to Present **Senior Technical Writer**
Conviva

- Roles & Responsibilities**
- Responsible for publishing technical documentation for the content and learning team.
 - Worked in a fast-paced agile environment to create SDK documentation, installation and configuration guides, application user guides, how-to guides, quick guides, API user guides and reference documentation, release notes, FAQ, and videos for developers.
 - Contributed significantly towards the creation of a new learning center for the organization.
 - Collaborated with internal stakeholders to document new features and develop learning assets for analytics-based products.
 - Learnt complex technologies to enhance technical documentation and improve customer engagement.
 - Conducted peer reviews to enhance the quality of new and existing technical documentation assets.

June, 2016 to September, 2020 **Senior User Assistance Developer**
Oracle India

- Roles & Responsibilities**
- Lead publisher for the core database documentation team.
 - Worked in fast-paced agile and waterfall environments to document new features for core database products.
 - Created API user guides, API reference documentation, and videos for core database products.
 - Subject Matter Expert (SME) for several technical documentation and learning assets.
 - Collaborated with internal stakeholders to document new features and develop learning assets for core database products.
 - Created and tested code examples for the assigned focus areas in core database products.
 - Developed Oracle Application Express applications for internal teams and customers.
 - Developed Python and PL/SQL scripts for automating tasks and processing data.
 - Learnt complex technologies to enhance technical documentation and learning assets.
 - Mentored new hires for the core database documentation team.

March, 2015 to June, 2016 **Programmer Analyst (Technical Writer)**
Cognizant Technology Solutions

- Roles & Responsibilities**
- Led a small team of technical writers in a fast-paced agile environment.
 - Created user guides, administrator guides, runbooks, and API documentation for clients across domains.
 - Collaborated with internal stakeholders to write and update documentation.
 - Created Architecture diagrams of critical applications for a banking and financial services client.
 - Collaborated with Business Analysts for task analysis and estimations.

EXPERIENCE

May, 2014 Associate Software Trainee
to
March, 2015 www.ticketgoose.com

Roles & Responsibilities

- Developed new features using Java for sprint releases in a fast-paced agile environment.
- Modified existing code to fix errors and improve performance.
- Integrated code using API documents.

INTERNSHIP

February, 2014 Intern
to
May, 2014 www.ticketgoose.com

TECHNICAL SKILLS

Documentation Tools Oxygen XML Author, PTC Arbortext Editor, SDL Knowledge Center, MadCap Flare, Stoplight, Google Docs Editors, Microsoft Office Suite, Atlassian Confluence, Atlassian Jira, Camtasia, Adobe RoboHelp, and Adobe FrameMaker

Graphic Design Tools Microsoft Visio, GIMP, and Adobe Photoshop

Programming Languages Python, SQL, and Java

Web Technologies HTML5, CSS3, JSON, XML, and Markdown

Databases MySQL, PostgreSQL, and Oracle Database

Programming Tools Eclipse, Oracle Application Express, Atom, Microsoft Visual Studio Code, Git, GitHub, Apache Subversion, Swagger, Postman, and CircleCI

EDUCATION

2010 - 2014 Bachelor of Engineering in Computer Science and Engineering
S.K.R. Engineering College (Anna University)

Classification First Class

TRAININGS AND CERTIFICATIONS

- IELTS (General Training) Overall Band Score - 8.0
- SQL and PL/SQL Fundamentals from Oracle University
- Oracle Application Express Workshop I from Oracle University
- Oracle Database Cloud for DBAs from Oracle University
- Complete Python Bootcamp from Udemy
- Build Responsive Real World Websites with HTML5 and CSS3 from Udemy