Reshma Rao Krishnan

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Tools and Technologies

Markdown, Git, GitHub,
RoboHelp, SnagIt, Gimp,
Clearcase, Agile,
JIRA, SourceTree,
DITA

Key Skills

Writing,
Documentation,
Blogging,
Content Creation, &
Software Development

Languages

JavaScript (JS),
HTML5, CSS3,
C++

Objective

Seeking a **Technical Writer** position in a company that enables the use of my strong written-communication, interpersonal skills, and industry experience, to achieve the common purpose of growth and progress.

Summary of Experience

◆ Total technical writing experience of more than **3.5** years.

◆ Worked as a **Technical Writer** with **Digital.Ai**, a cloud based Analytics Company, for more than two years.

◆ Software development experience of nearly **7** years with **IBM India Pvt. Ltd.** and **Wipro Technologies**.

◆ Overall experience of more than **9** years in the Software Industry.

Experience

Apr '16 – Jul '20
Freelance Technical Writer • **Self Employed**

Mar '14 – Apr '16
Senior Technical Writer • **Digital.Ai**

Nov '10 – Jan '13
Senior Systems Engineer • **IBM India Pvt. Ltd.**

Jun '06 – Oct '10
Software Engineer • **Wipro Technologies**

Education

🎓: **B.Tech I.T.**, PSG College of Technology, Coimbatore, **2006**.
GPA – **7.91**

👩: **XII**, St Joseph's School, Nagercoil, **2002**. Percentage – **95.58%**

Professional Experience

Technical Writer

at

Digital.Ai (*previously known as Numerify*)

- Responsible for creating **online help** for Numerify's product dashboards.
- Responsible for connecting with leaders and other stakeholders on a regular basis, for strategizing technical writing content & executing the same within a set timeline.
- Responsible for the creation and maintenance of the documentation plan.
- Involved in writing a blog article for the Company website.

Senior Systems Engineer

at

IBM

- Responsible for creating and maintaining the following developer documents:
  - ★ Application design
  - ★ Unit test case and plan
  - ★ Assembly test case and plan
- Involved in developing Code for **AT&T** billing application using **C++, Unix** and **SQL**.

Software Engineer

at

Wipro Technologies

- Proven technical capabilities in handling complex projects in various phases of **Software Development Life Cycle** (SDLC).
- Significant contribution as a developer in developing a database application tool on **HP NeoView System** using **C++/SQL**.
- Prepared and delivered quality presentations to clients on the progress of projects, highlighted issues proactively, and was involved in resolving them.
- Extensively used **AGILE** methodology in **DBExpand** and **MetadataViews** (MWs) projects.

Achievements

- **Two** times recipient of the **Feather-in-my-cap** award for outstanding performance in MWs and dbExpand projects respectively.
- Recipient of **STAR Performer Award** in STORMS Upgrade Team for Outstanding performance in the project.