

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

Senior Technical Writer	<ul style="list-style-type: none"> 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.
Digital.Ai (<i>previously known as Numerify</i>)	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Responsible for creating and maintaining the following developer documents: <ul style="list-style-type: none"> ★ 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.