

Professional Summary

- 9 years of writing and editing experience with 7 years of core software technical writing experience.
- Expertise in creating technical documents with authoring tools such as Confluence, MediaWiki, Microsoft Office, GitHub, SnagIT, MS Paint, Adobe FrameMaker, Microsoft Visio, OxygenXML and so on.
- Excel at interacting with SMEs to understand the product, sieve the relevant information for the relevant audience and convert complex technical information and write clear and user-friendly documentation to technical and non-technical audience.
- Practical knowledge of MSTP style guide and adopting content to company-based style guidelines.
- Excellent project handling skills specially in estimating the time frame for analyzing, developing, reviewing, and delivering documentation deliverables.
- Great communication and interview abilities.
- Well versed in creating content for API Reference Guides, Integration, User, Administrator guides, Developer documentation, Architectural diagrams, Procedure documentation.

SHALAKA CHETAN KERHALKAR

Technical Writer

shalaka.pramod@gmail.com

Schaumburg, IL

Skill Set

FrameMaker	Mentoring	GitHub
Robohelp	SnagIT	OxygenXML
Technical Writing	Adobe Acrobat	Topic-Based Authoring
Technical Editing	Proofreading	VS Code
CMS	Requirement Analysis	Atom.io
Microsoft Office Suite	Project Estimation	Sharepoint Visio
JIRA	Technical Research	SQLite
API documentation	XML	Markdown

Work Experience

Activision Blizzard (Contract)

Remote, US

November 2021-February 2023

Technical Writer

- Authoring and maintenance of technical documents for the Battle.net Developer platform. This included authoring and revising documents such as Deployment/Configuration, API Reference, SDKs, Developer Admin, User, Service Implementation, and Error references.
- Deploying the Developer platform content using CI/CD git bash commands and reviewing local instances using Docker images.
- Ensuring content conformity standards are maintained while migrating technical documents from Confluence to GitHub markdown/DITA.
- Analyzing content to determine their content models for designing the Authoring templates.
- Migrating and parsing Markdown content to DITA-based topics using Oxygen XML and Tridion CMS.
- Redesigning Taxonomies for better content access.
- Peer-reviewing and maintaining content consistency and quality as per technical writing principles and in-house style guides.
- Authoring and updating API Reference documents for the Mobile Authentication SDK project.
- Liaising with Developers, QA, and PMs to identify and working to close documentation gaps.
- Maintaining image repositories using image capturing tools such as SnagIt and Visio.
- Project Ownership – including creation of documentation plans, scoping requirements, and sourcing SMEs.

Zebra Technologies (Contract)

Lincolnshire, IL

March 2019-October 2019

Technical Writer

- Authoring and maintenance of technical and process documents like Programming Guide, Administrator Guides, User Guides, Policy documents in the Zebra Printing platform Workforce Connect platform and ensuring quality is maintained.
- Exposure to working in an Agile environment and developing documentation as per the updates in the tickets.
- Understanding Documentation scope from Product owners such as Developers and Product managers.
- Uploading documentation deliverables on the Zebra AEM and ensuring timely delivery of content.
- Authoring and updating the Link OS based API references for the Programming Guide.

Netcracker Technology Solutions Pvt Limited

Pune, India

February 2016-June 2018

Technical Writer

- Creating and maintenance of technical communication deliverables like User Guides, Administrator Guide, Integration Guide, Developer Guide, Configuration Guide, API reference guides, training guides for various components in the Netcracker OSS/ BSS Platform.
- Adhering to style guide while working on technical documents.
- Mentoring new hires in the team as part of the Buddy Program.
- Interviewing tough and time pressed SMEs/product owners for developing technical guides and breaking down complex information as per the target audience.
- Peer reviewing documentation to ensure style guide standards are maintained.
- Maintaining image repositories using image processing tools such as SnagIT, and Visio.

Gurukul Solutions Pvt Limited

Pune, India

March 2014-February 2016

Jr Technical Writer

- Authoring and maintenance of technical documents like User Guide, Configuration Guide, Installation Guide, SOP, and internal procedure guides etc. using tools such as Mediawiki, Microsoft Word.
- Gathering information from product owners/SMEs to create documentation.
- Organizing content as per design of the document
- Testing of the software product and validation of the guide as an end user. Used SQLite to verify data and validate it with the API documentation.
- Creation of training guides for clients using Moodle.
- Gave hands on training for newly hired employees about the application.
- Experience working in an Agile environment and delivering doc deliverables based on Jira tickets.

Imagination Technologies

Pune, India

June 2012-December 2012

Portal Content Database Operator

- Gathering, updating, and maintaining data of online radio stations.
- Update training documentation on corporate wiki page

Cenveo Publishers

Bangalore, India

August 2008–August 2011

Junior Technical Editor

- Handled the processes of two journals and managed them successfully.
- Editing journal papers as per CMS and Oxford manual of style.
- Exposure to working on Adobe Professional and InDesign.
- Proofreading journal articles to ensure style and structure.

Educational Profile:

Master of Science in Biotechnology from Bangalore University in Year 2008

Bachelor of Science from Bangalore University in Year 2006

Certifications:

Diploma in Technical Communication from Technowrites, Pune