

Shannon Kularathna

Technical Writer

Contact Information

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Summary

Experienced technical writer who thrives in a fast-paced, high-intensity environment. I've worked with Linux, SQL, Python, and Javascript. I'm learning Java, C++ and R next.

Skills

- Adobe Acrobat
- CSS / HTML
- JavaScript
- Jira
- Confluence
- Oxygen XML Editor
- Git
- Python
- Linux system administration
- SQL (MySQL, SQLite) and RDBMS

Experience

Apr 2018 - Present	Technical Writer Knowledge Administrator International Financial Data Services
<ul style="list-style-type: none">• Write and publish release documentation such as release notes, guides, summaries, and overviews.• Work with both Agile and waterfall project teams to document software enhancements.• Collaborate with SMEs like project managers and business analysts to gather and verify information.• Use Oxygen, Jira, Git, and other tools to enhance efficiency and publish well-formed documentation.• Manage the documentation team Git repository and led the transition from SVN to Git. Created best practices and troubleshooting wiki on Git.• Manage the internal KnowledgeBase using a custom CMS to create and maintain a database of support material for over 500 business operations personnel.• Created custom Adobe Forms checklists using JavaScript for PDF that automate the QC process for documentation, eliminating paper usage.• Automated addition of checklists to Sharepoint libraries, including using custom workflows for metadata population.• Created CSS-based PDF transformation scenarios for Oxygen XML Editor to generate customizable client-facing documentation.• Pioneered using Confluence to track documentation linked to projects on Jira, upgrading the team from email tracking.	
Apr 2017 - Mar 2018	SEO Specialist Technical Writer Vestra Inet, Toronto
<ul style="list-style-type: none">• Managed project documentation including plans, schedules, and charts.• Wrote software development and web design proposals in response to RFPs and RFQs. Secured two software development projects in one month valued at over \$100,000.• Audited client website content and code for grammatical and structural issues. Presented findings in detailed reports.• Recommended site coding improvements (JavaScript and CSS minification, HTML image optimizations) resulting in a 300% increase in load speed of pages.• Created and implemented content strategies, social media strategies, and SEO strategies for over 50 client sites.	

Jul 2014 - Aug 2016

Copywriter
Stove Media, Sri Lanka

- Wrote copy and articles for a global audience.

Academic Background

See [LinkedIn](#) for a full list of what I've learned.

Feb. 2019 - June 2019

Introduction to Computer Science

Professional Certificate

Microsoft

- Included the following courses:
 - Python - Absolute Beginner
 - Python - Fundamentals
 - Logic and Computational Thinking

Sep. 2017 - Mar. 2018

Communications: Professional Writing

Graduate Certificate

Centennial College, Toronto

- Planned, developed, and presented extensive technical documentation in the form of an online user guide for a target audience.
- Wrote content adhering to technical writing best practices with a focus on concise, accurate, convincing language.
- Developed Word, Excel, and PowerPoint templates, macros, and other advanced functions.
- Created presentations, reports, invoices, and workbooks using Microsoft Office products.
- Developed and implemented online learning courses and supplementary materials using Blackboard's CourseSites platform.

Sep. 2012 - July 2016

Mechanical Engineering

BEng. (Hons)

The University of Wolverhampton (UK)

- Graduated with Honours, Second Upper Class (2:1 Division).